

# CITY NEXT GENERATION

## Phase 1: Research



**POLITECNICO**  
MILANO 1863

Master's degree of PSSD

Product Service System  
Design Studio

Prof: Daniela Selloni, Amedeo  
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Lorenzo Longieri

# What Is A Youth Centre?

A Youth Center is an **informal and safe** space for **young people (11-late 20s)** to gather, usually funded by government grants or philanthropic donations. The center's main objective is to **promote the development** of young people's physical, emotional, social, and cognitive **skills** through **structured and unstructured activities**, fostering **relationships** between peers and adults in a multicultural environment

# Desk research

## Case studies research

**METHODOLOGY:** desk research and comparative analysis of different national and international case studies, found both online and through personal experience



# National case studies



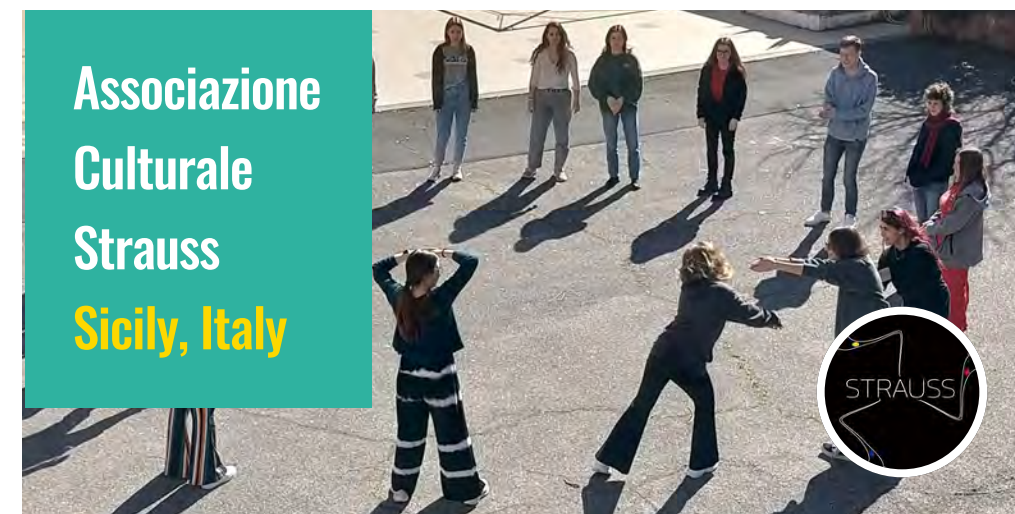
This center offers a variety of activities such as **sports**, and **multimedia labs**, as well as **career advice** and **psychological support programs**.



The center offers **artistic programs, sports, and cultural & territorial activities** with a focus on developing youngsters' **creative expression** and dialogue with **technological tools**.



The center aims to become a **cultural center for the entire city**. They host a varied set of activities ranging from **outdoor concerts, dance and theatre activities** to **book readings**.



Strauss offers **free consultation on professional related topics**. They focus on underdeveloped areas, **promoting the history/culture of Sicily**. The center also runs **international projects**.



Street 14's focus is to **prevent school dropout, bullying, and dysfunctional behavior** while promoting **educational actions, individual and collective potential, and community involvement**. Activities include **mapping, health education, cultural and technological promotion, artistic and sports workshops, and psychological support**.

- #education
- #sport
- #empowerment
- #community involvement
- #creativity
- #psychological support
- #arts & culture

# International case studies



This center is **fueled by groups of professionals & volunteers** who help people in need of development. They contribute to **community support** through a wide range of activities,



The center prioritizes **professional, entrepreneurial, and innovative activities** through the development of **youth policies**, & continuous cooperation with **external institutions**.



This center's mission is to offer various activities including **lectures, debates, live concerts, gaming nights, music and art workshops, and employment skill workshops**.

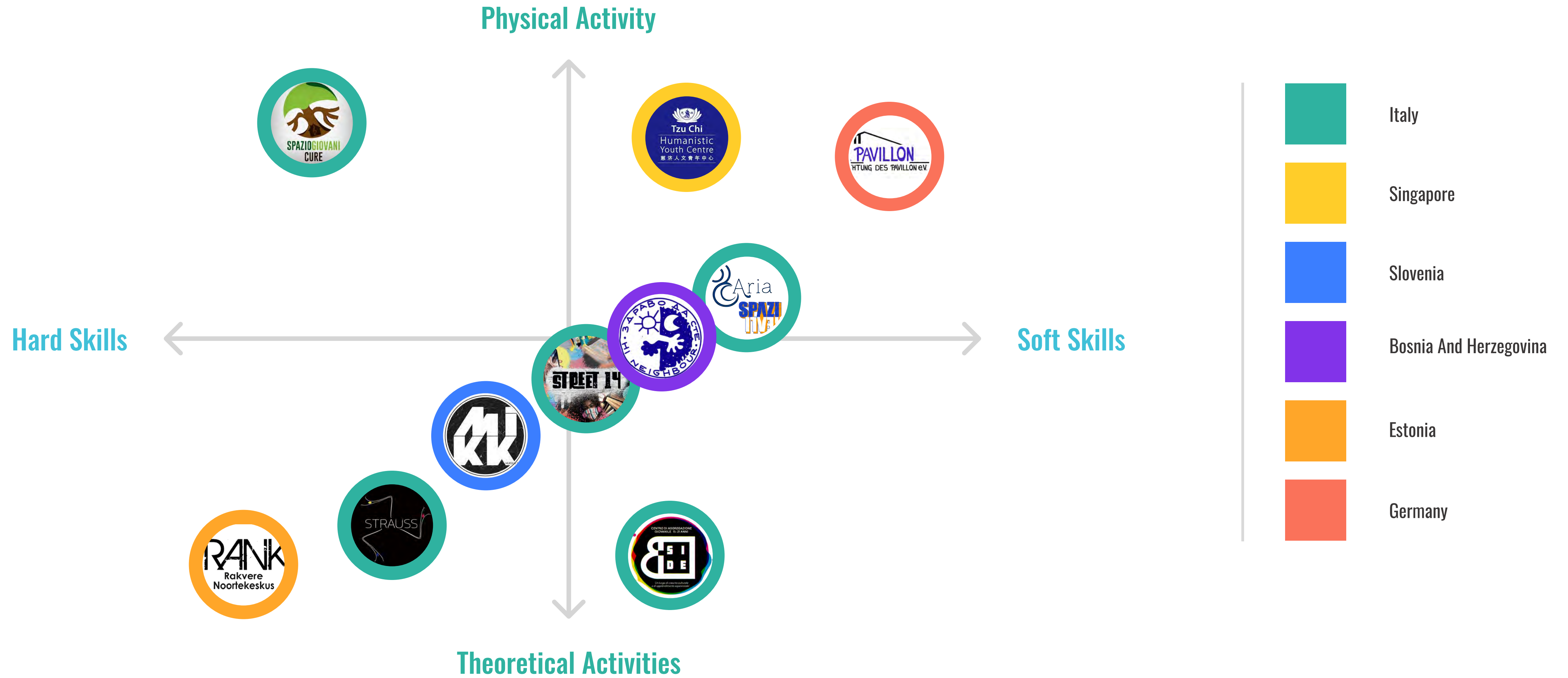


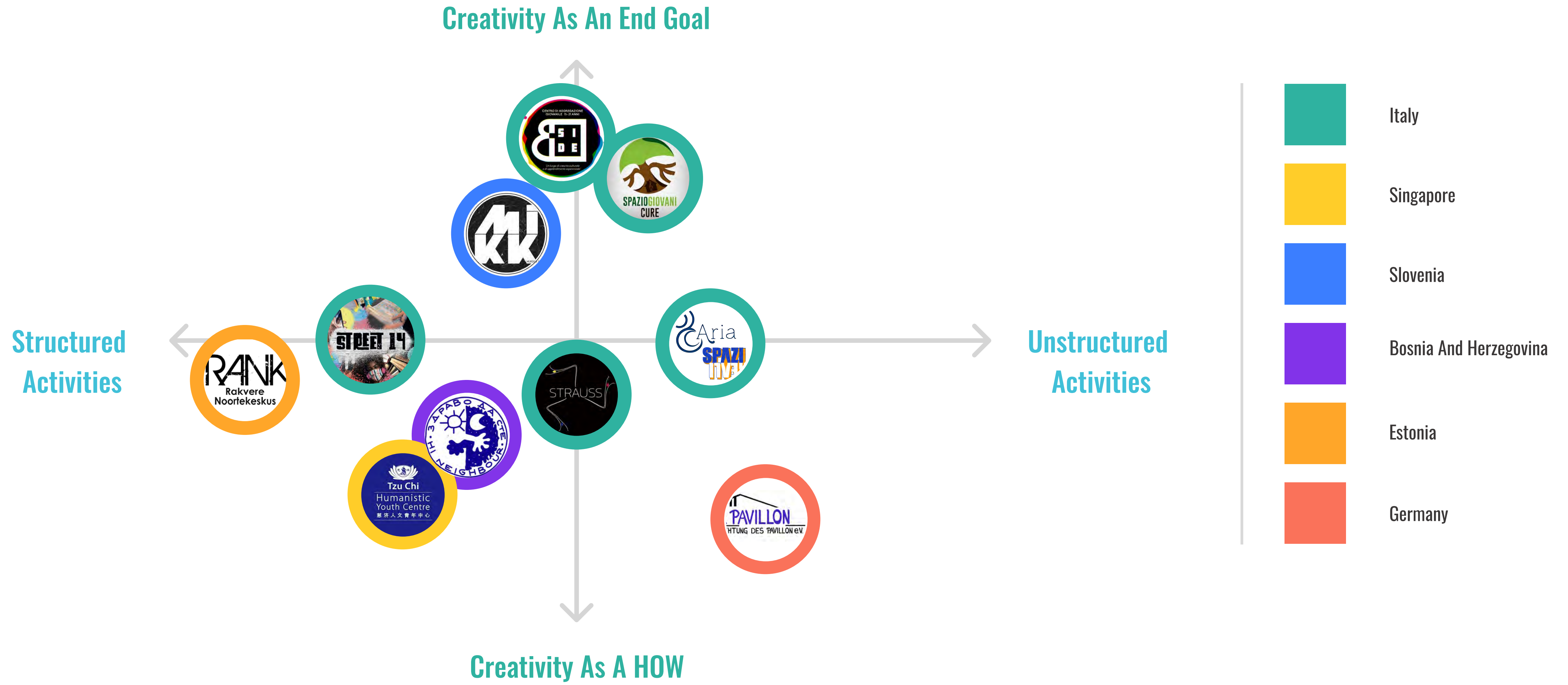
This center offers **gender-specific activities** for girls and boys to support their **individual and social development**. Their aim is to **reduce disadvantages** and create **positive living conditions**.

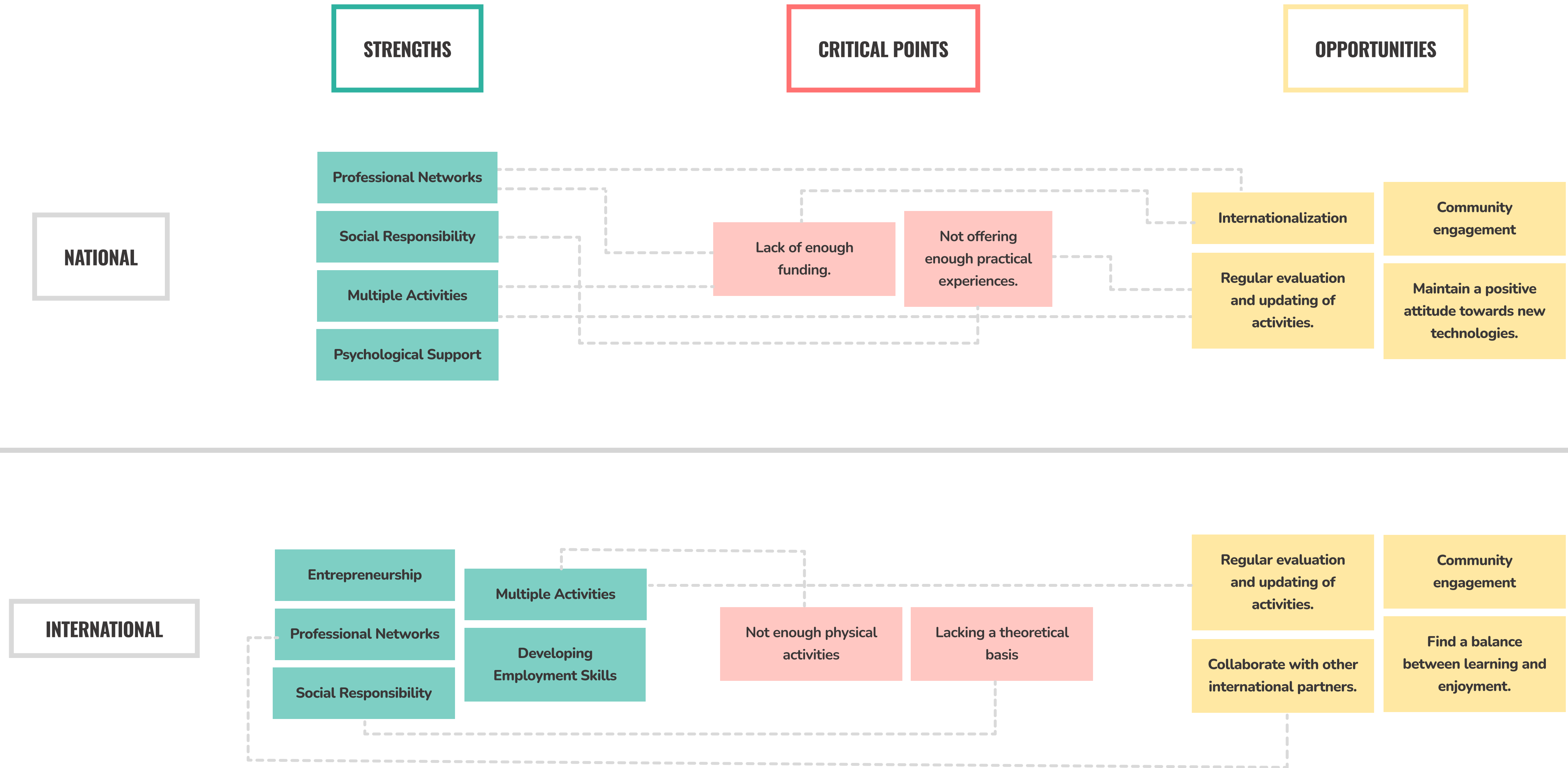


The center focuses on **arts and culture, eco-awareness, wellbeing, and young parenting**. It promotes **sustainable lifestyles** through initiatives like Zero Waste, sustainable fashion, and counseling services. It also encourages **social responsibility** by involving some of their youth members in **sustainability-oriented companies**.

- #arts & culture
- #empowerment
- #sport
- #eco-awareness
- #co-creation
- #sustainability
- #community









# Desk research

## Neighborhood analysis

Surface: 2,4 km<sup>2</sup>

Green areas: >51m<sup>2</sup>

Distance from center: 7,5km

Population

Female: 8401

Male: 9284

### Ethnic Composition

Ethnic Group	Percentage [%]
Italy	75.45
Others	13.01
Egypt	3.7
Philippine	3.23
China	2.42
Romania	2.19



# Adriano has the youngest population in Milan.

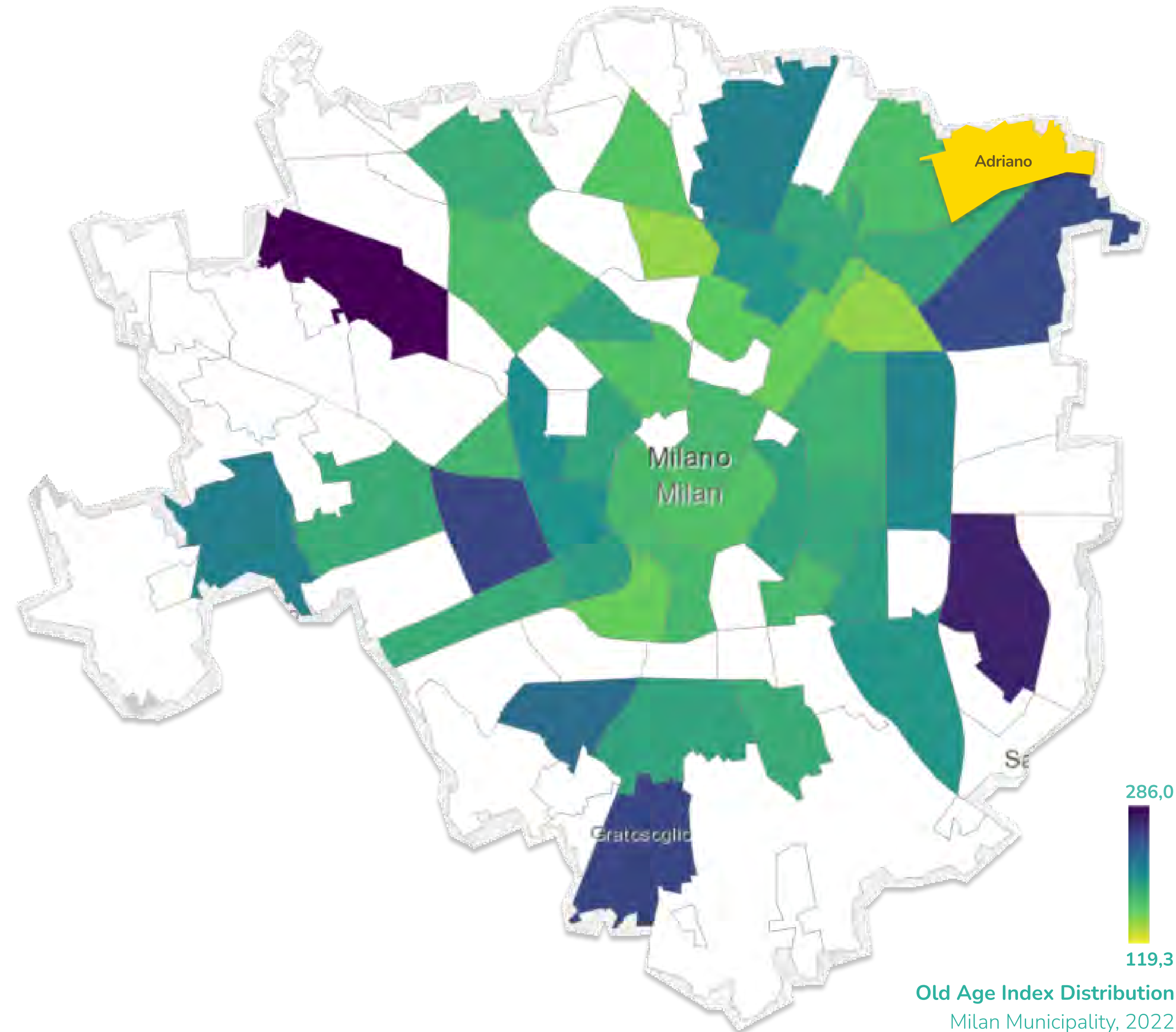
Population Divided Per Age Range

Age Range	Percentage [%]
0-17	17
18-34	22
35-54	33
55-68	16
>68	12

Old age index: 119,3  
Average: 191,3

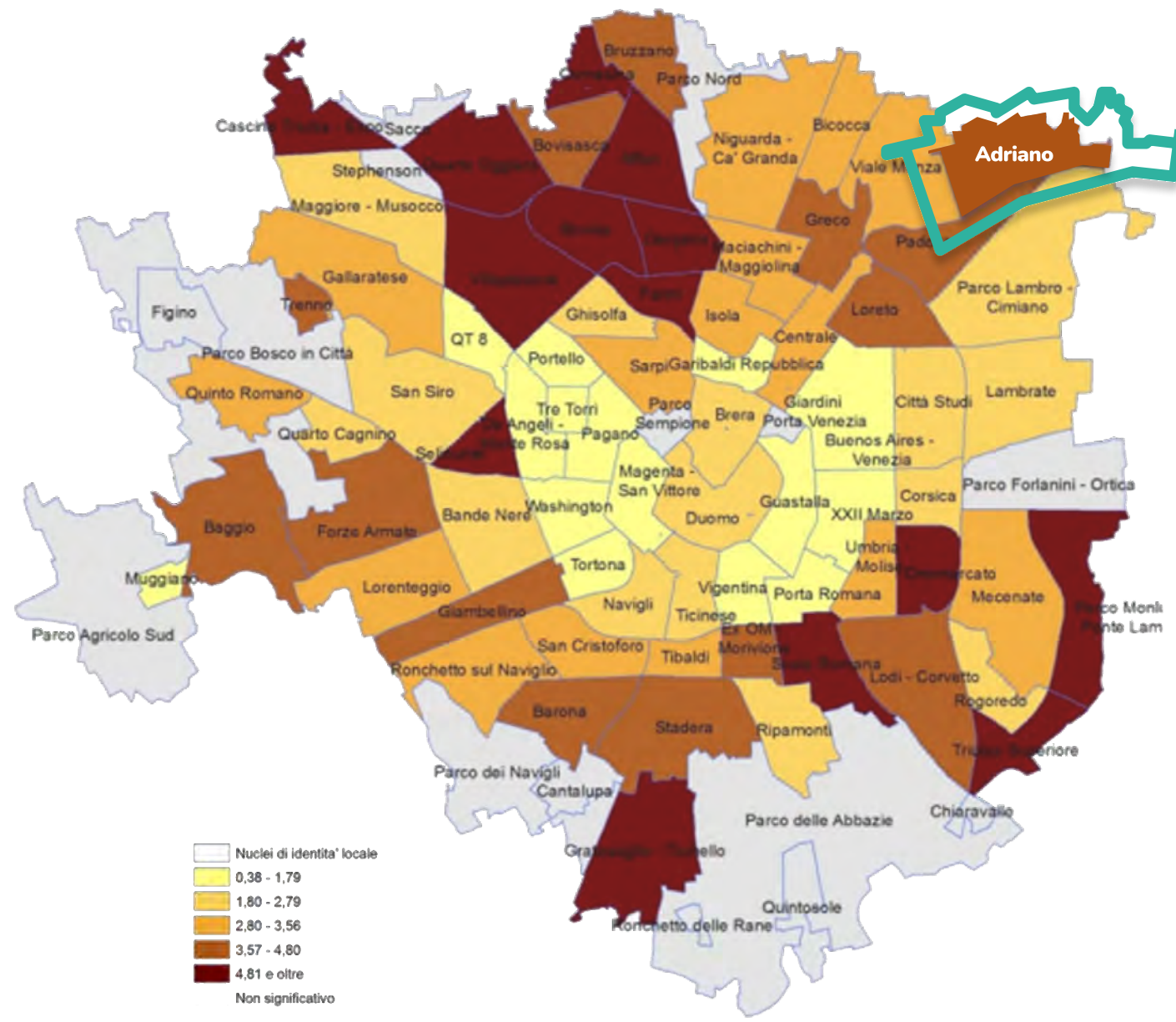
Elderly +85%: 2%  
Average: 4,45%

**~40%  
below 35**

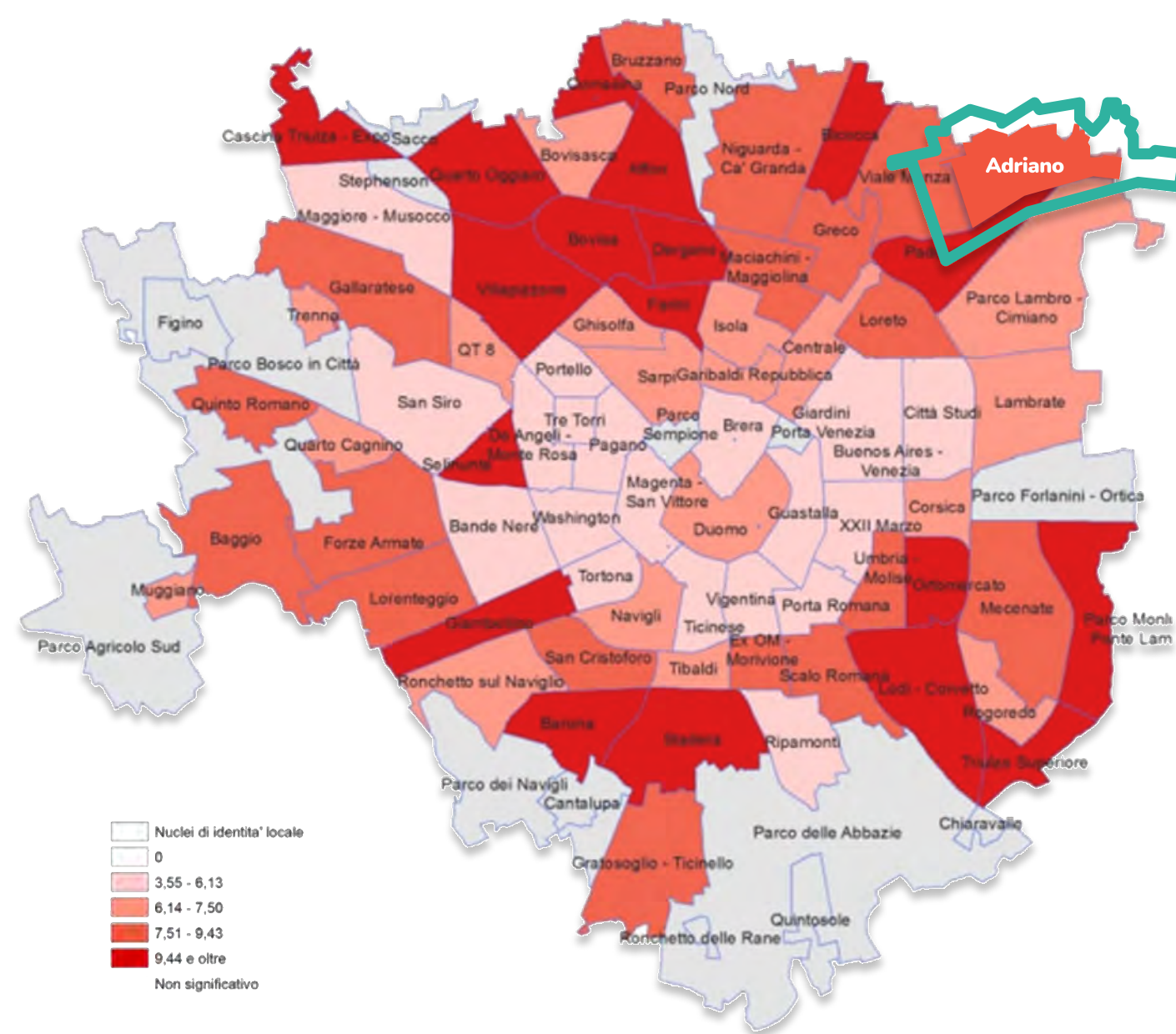


Old Age Index Distribution  
Milan Municipality, 2022

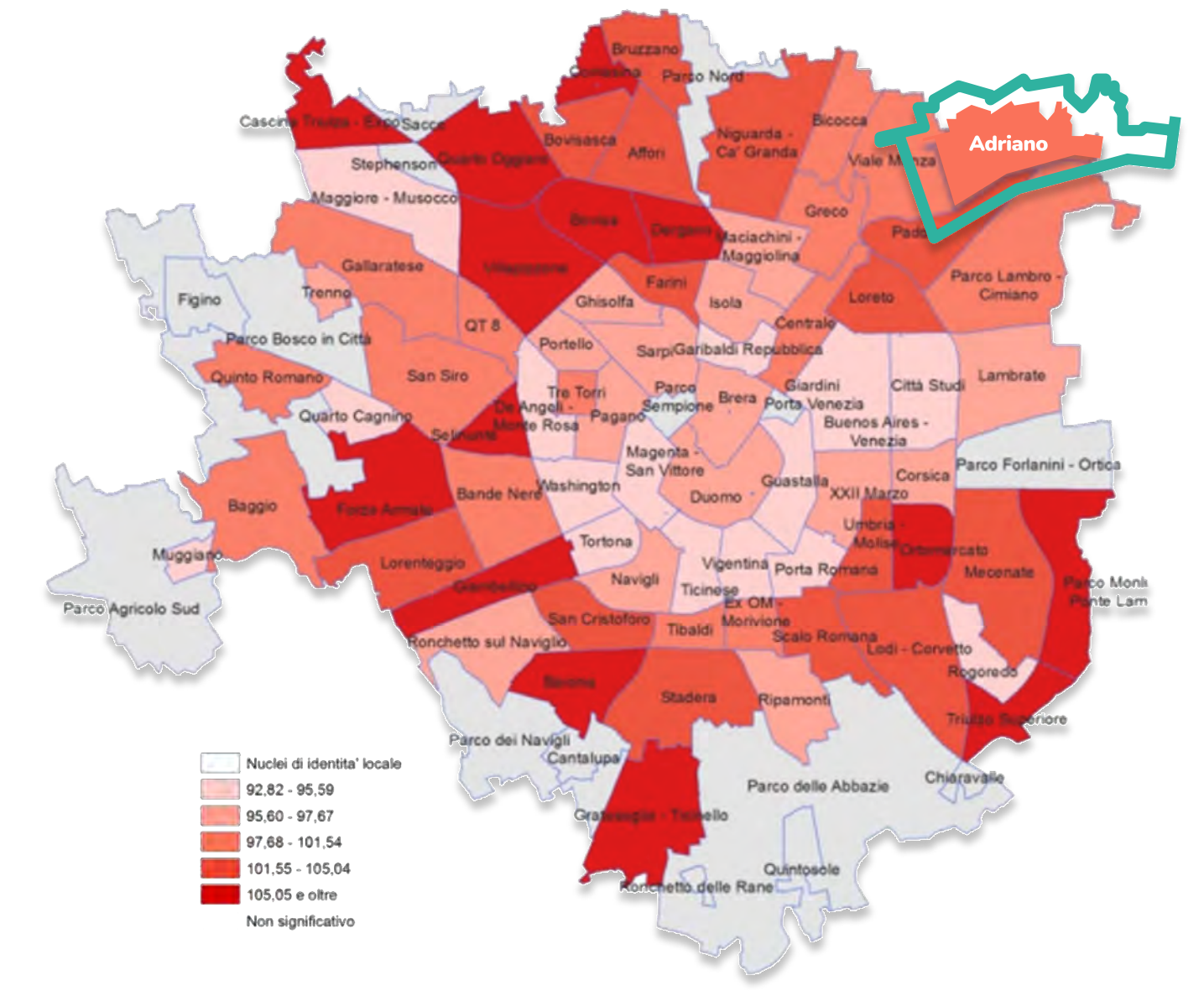
# Quality of Life and Education



**Above Average** Non-completion of lower secondary school (ISTAT Census, 2011)



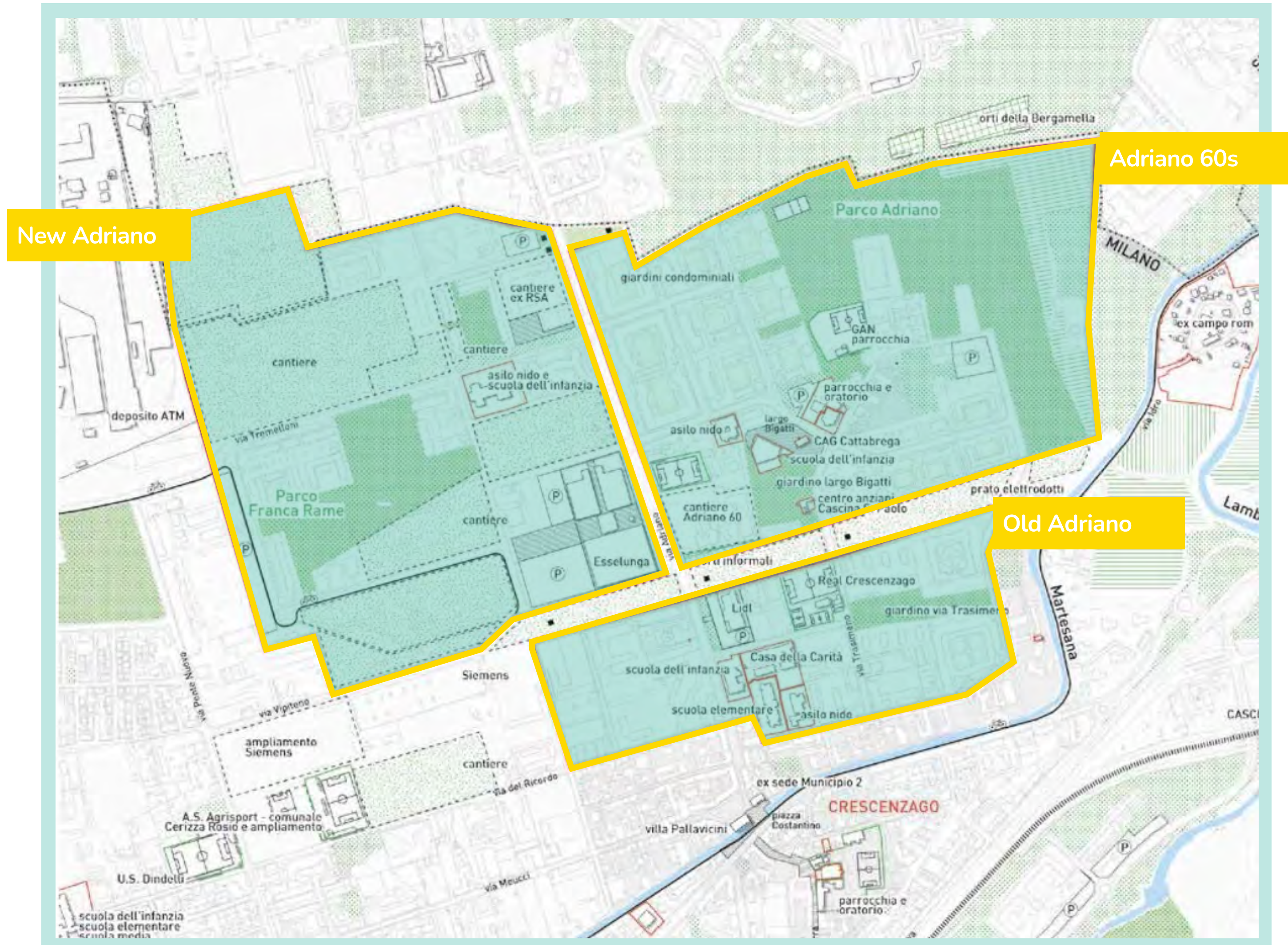
**Above Average** Distribution of young people non-involved in education, employment, or training. (ISTAT census, 2011)



**Average** Social vulnerability index (ISTAT census, 2011)

# Adriano neighborhood internal divide

- New Adriano
- Old Adriano
- Adriano 60s



# Field research

## Neighborhood analysis

**WHERE:** Adriano neighborhood

**WHEN:** thursday, 27/04/2023

**WHAT:** field observation, informal interviews with locals

**WHY:** contextual immersion to find out more about the area and its locals



# Around the CAG

Our route



Bar

Oratory



GAN



SON



Centro anziani



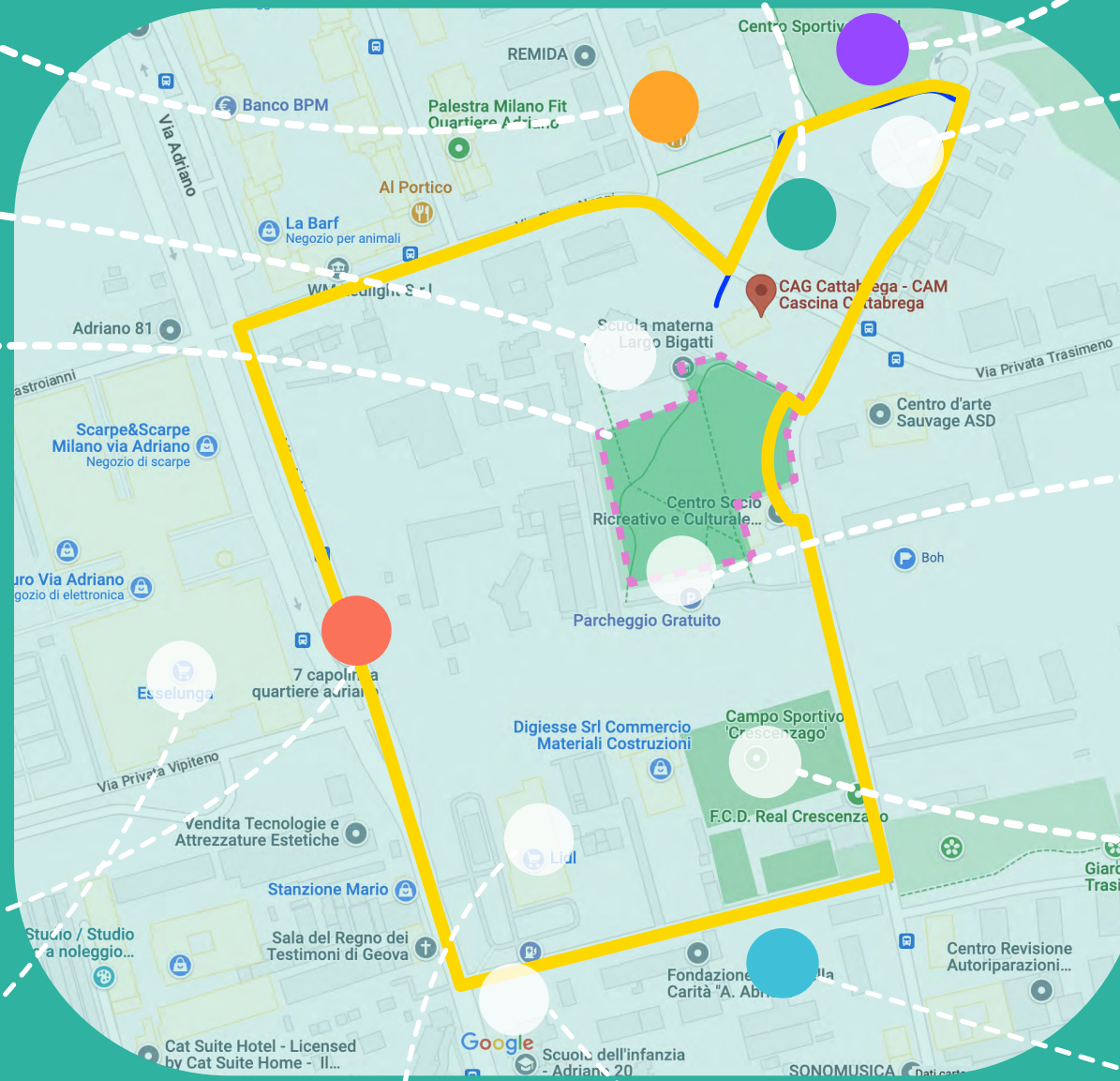
Private football center



Casa della carità



Kinder garden



Pre school



Park



High school



Shops

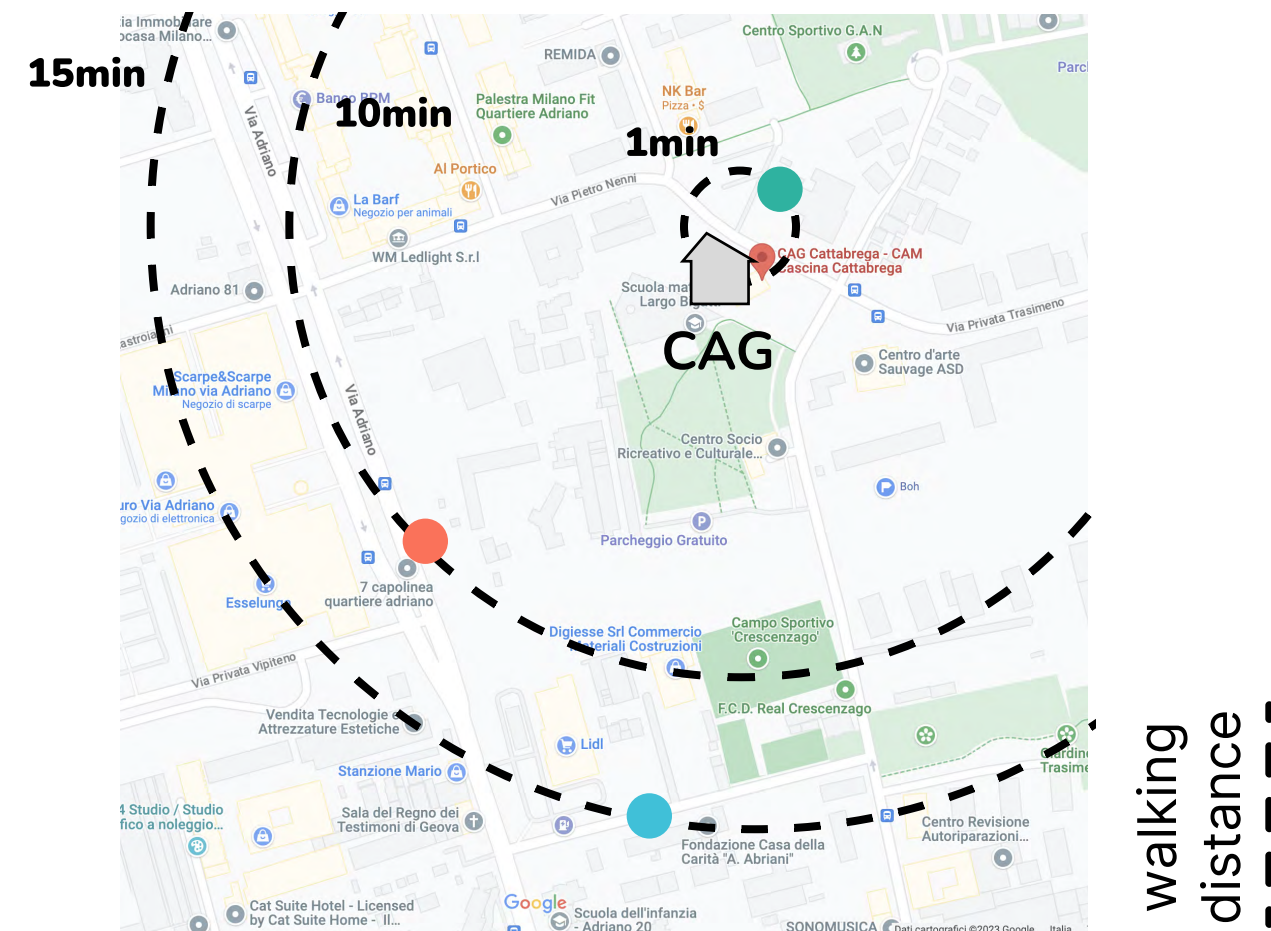


Supermarkets



Kinder garden

# Adriano ecosystem



## Inspirations

Example of other structures tackling complex issues

## Dialogue

Possible network of collaboration



## Casa della carità

Migrants welcoming/support center

### Why interesting:

A relevant part of our CAG users are migrants



## Oratorio

Christian recreational/educational place for children + free sport center

### Why interesting:

It provides collaborative activities/infrastructures close to our CAG



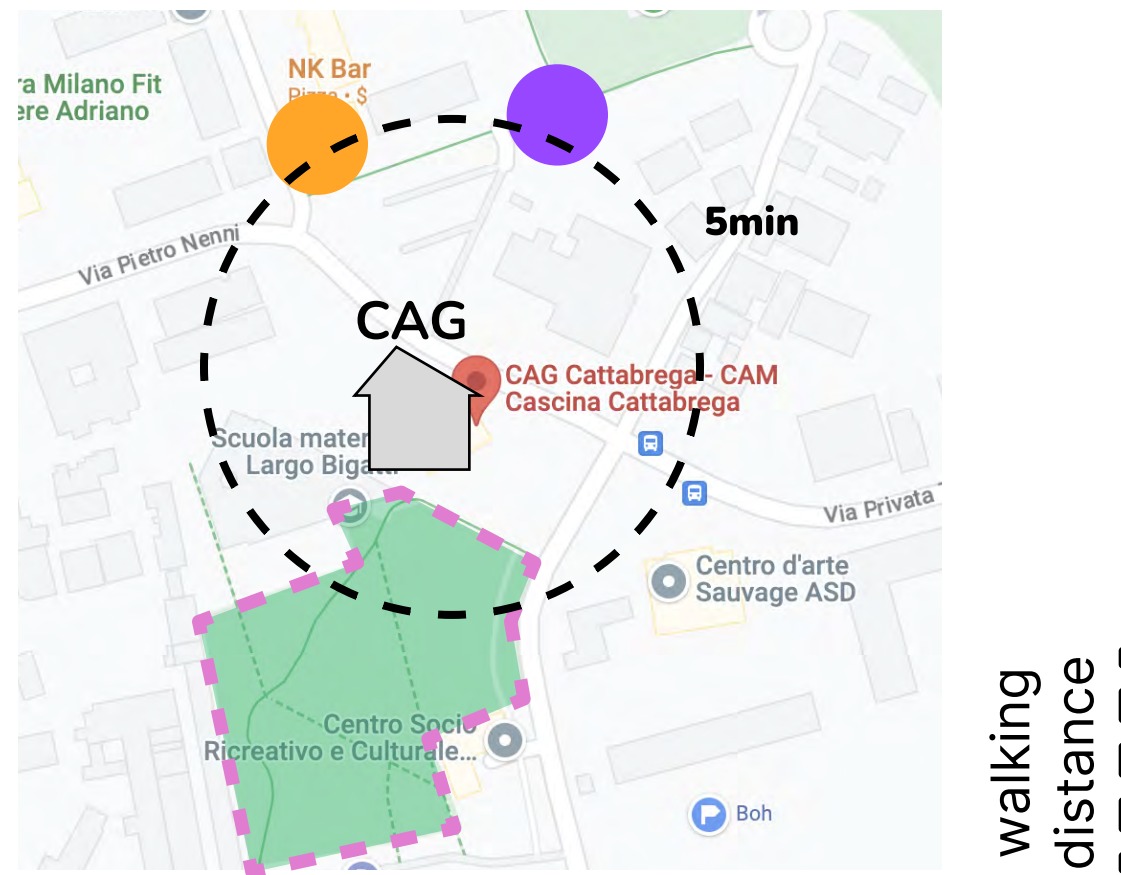
## Secondary school

A new school built near CAG

### Why interesting:

Active role in directing and engage the target

# Areas of interest



walking distance



## Meeting point

The bar currently is the most relevant meeting point for young people close to our CAG and a park.

## Areas of improvement

- spontaneous aggregation points designed for our users
- more events
- more services

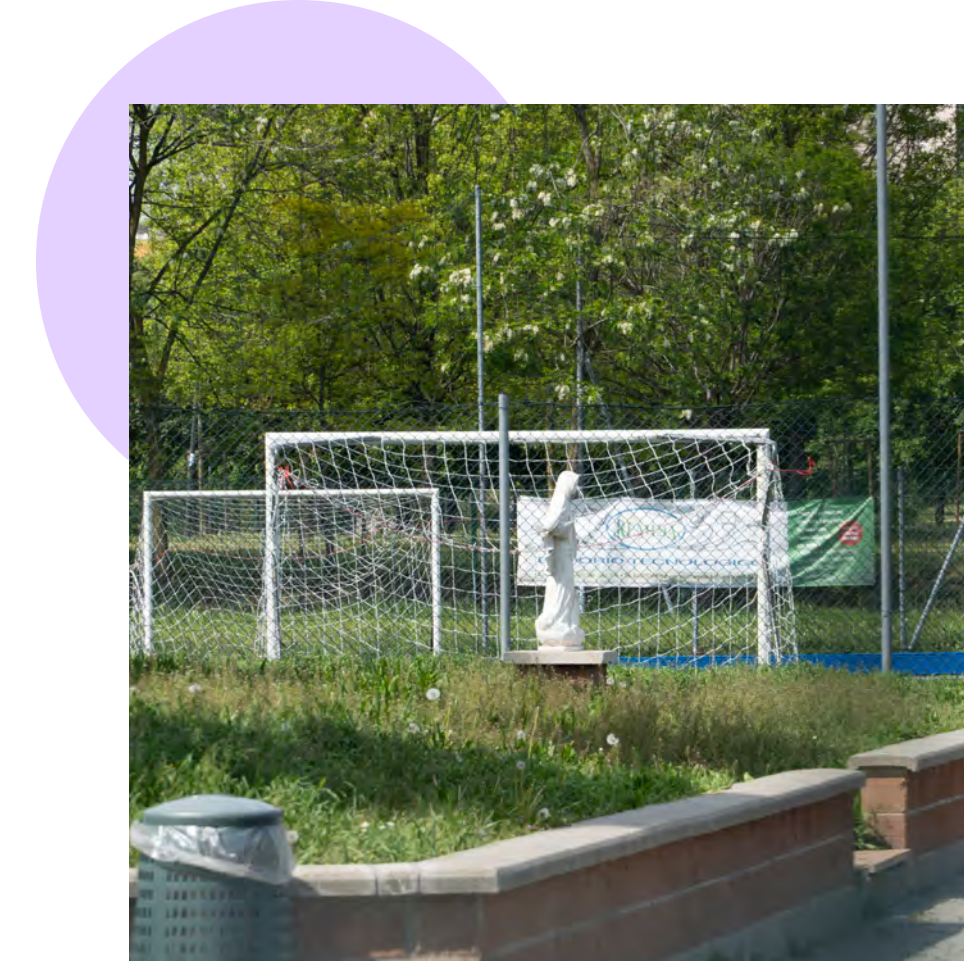


## Park

Green and quiet area, but it lacks ad hoc services for young people

## Why interesting:

- great green space which could be better exploited
- close to our CAG



## GAN

The oratory sport center

## Why interesting:

- free and well equipped area
- opened to everybody (with restricted hours)



## Bar

Historic meeting point

## Why interesting:

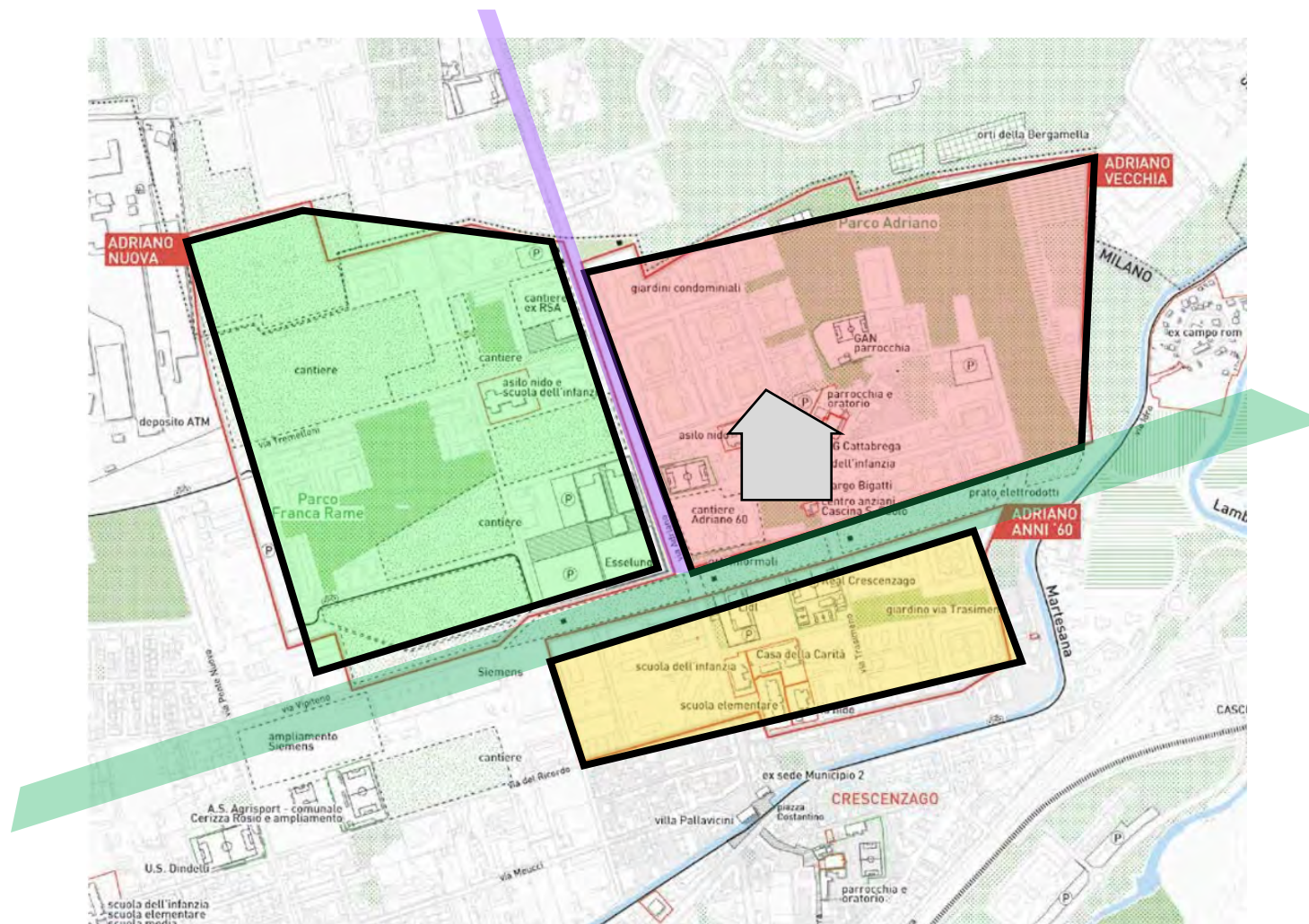
- mix of generations
- possible interesting communication hub



# A strong societal divide

## RESIDENTIAL AREA

## POPULAR AREA



### New Adriano

Supermarket and shops for wealthy target, modern/new buildings, construction sites



### Old Adriano

The most polarized area: palaces and cottages face abandoned houses or houses under construction. A lot of cement but also some greenery



### Adriano 60s

Buildings, old style neighborhood. little renewal



The area lacks a common identity: no one really feels like an «inhabitant of Adriano», many define themselves as being «of Sesto» or «of Crescenzago».

Our CAG is in the middle of this divide

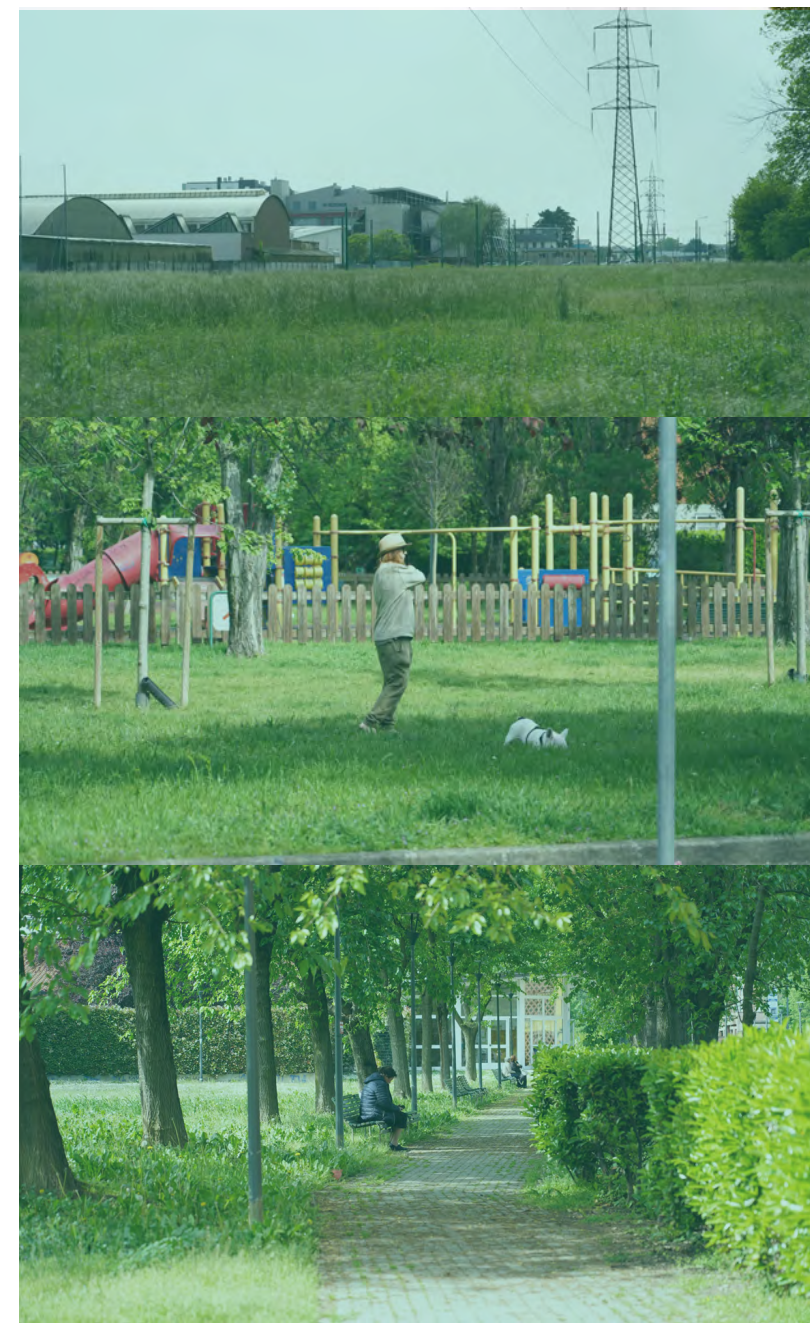
# Main takeaways



Highly visible **class differences**, further emphasized by an **architectural divide**



**Multiculturalism** in terms of ethnicity and religion



Plenty of **calm** and **green** areas in and around the CAG and the neighborhood



**Limited availability** of services and recreational activities nearby



Presence of a **diversified offer** thanks to multiple socio-educational entities

# CAG Cattabrega

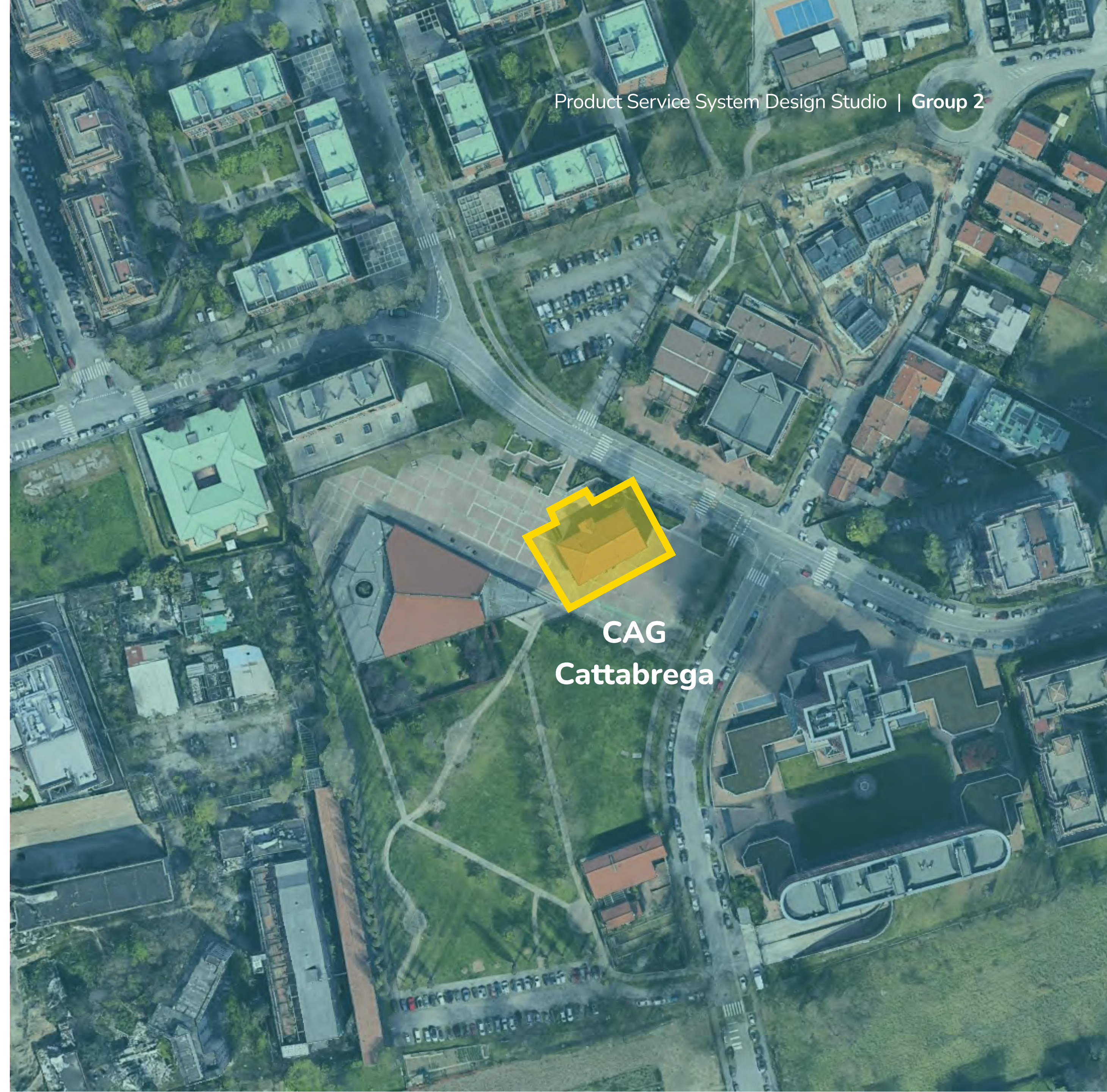
## Adriano Quarter, Via Trasimeno 49

Monday 2-6 p.m.	Tuesday 2-6 p.m.	Wednesday 2-6 p.m.	Thursday 2-6 p.m.	Friday 2-6 p.m.
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Founded around 1999 as a hub for 28 other CAGs, today it operates together with CAG Tarabella. Originally Cattabrega was an atypical CAG, simply an area for children to do their homework in. Today it has grown and developed.

**Free admission** and participation in activities independence from religious institutions (laic).

Co-managed by **the City of Milan, Municipality 2**, and the non-profit organization **Le Macchine Celibi**.



# Outside



Side building

Entrance

Main square

# Inside

Salone  
the homework  
space



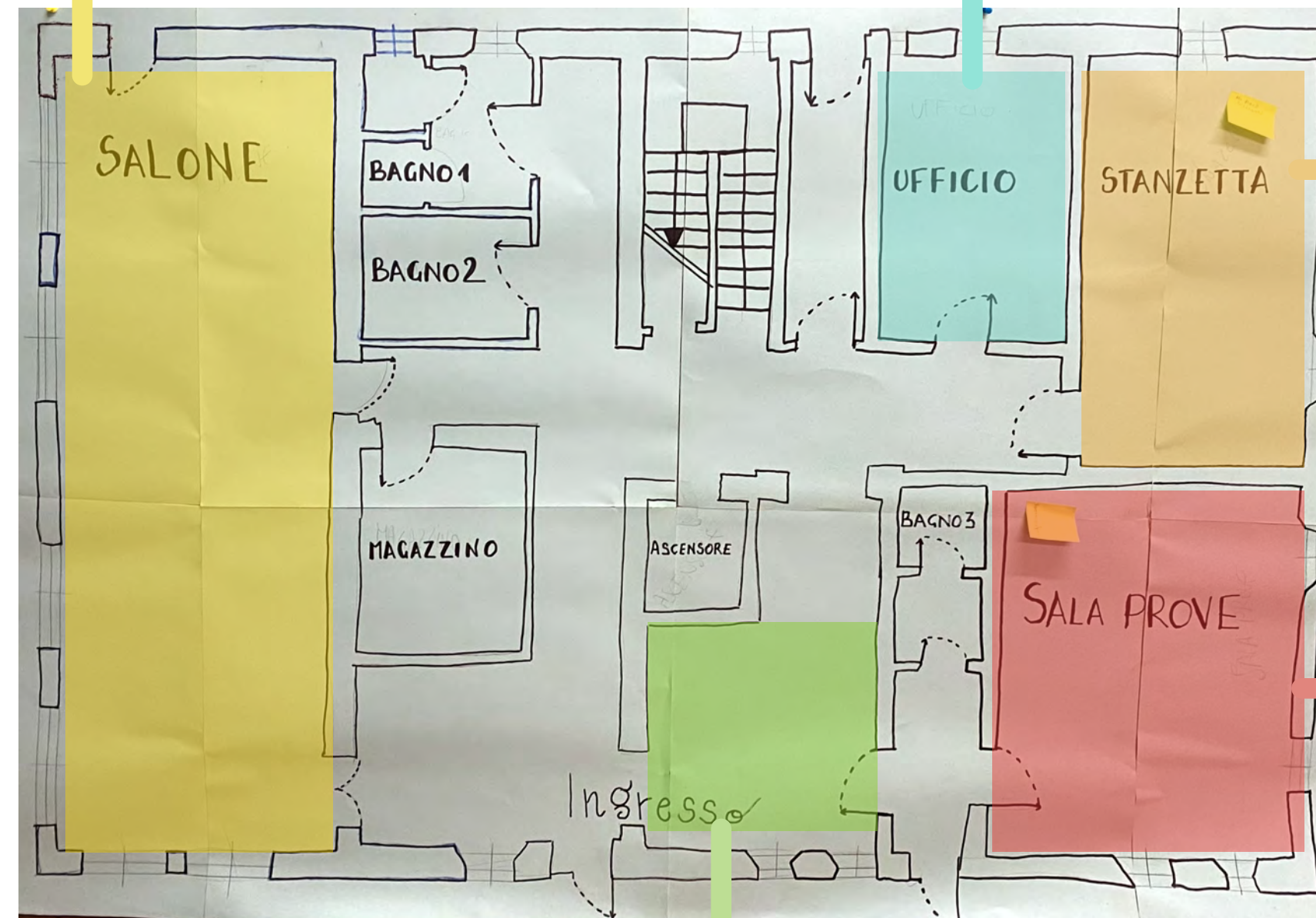
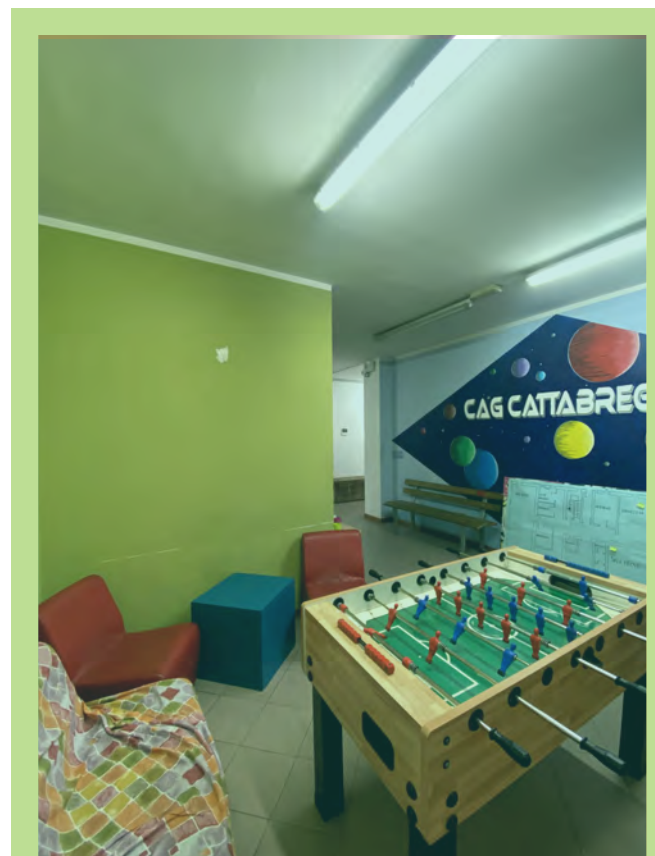
Office  
only for staff



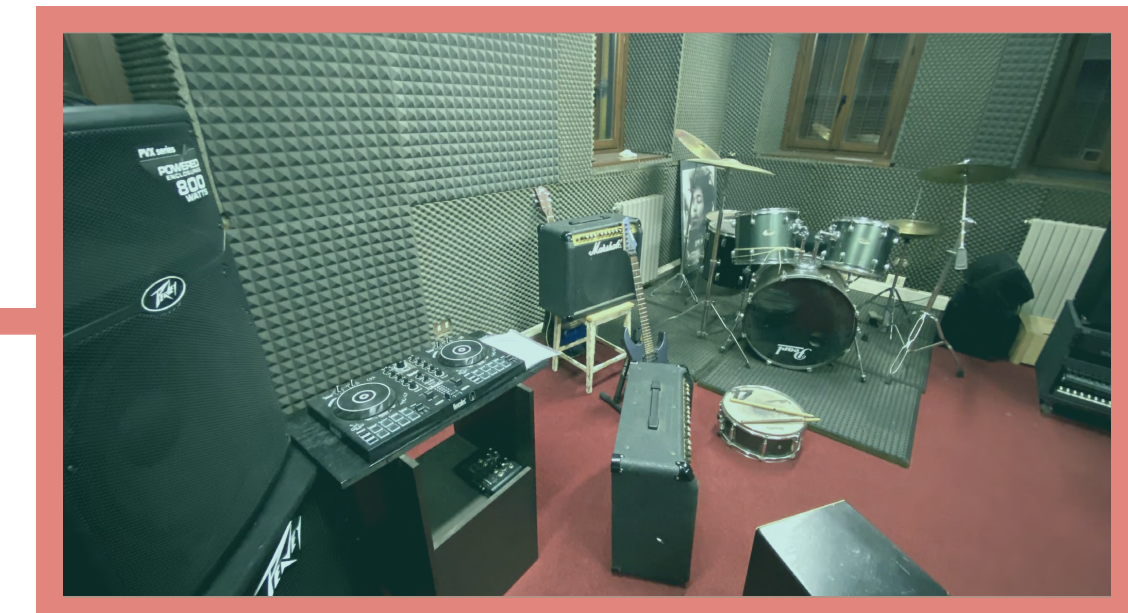
“Little room”  
for laboratories and creative activities



Entrance Hall  
as a recreative corner



Practice Room  
exercise, learn and create music



# Interview with educators

**WHERE:** CAG Cattabrega

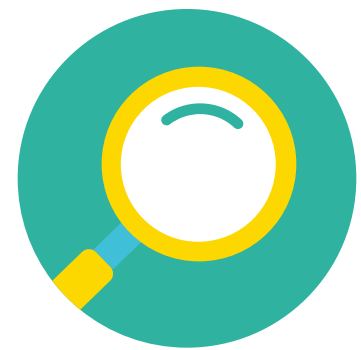
**WHEN:** Thursday, 4/20/2023

**WHAT/WHO:** Interview with center managers (Fabio & Carla).

**WHY:** find out more about the center, introduction



# Management



Lack of stability and consistency in staff presence due to the organizational complexity.



“ The figure of the supervisor/competent person is essential, but it is not always easy to have one here. ”



# Users

## TOTAL ENROLLMENTS

**Total:** 150 Kids

**Age Range:** 11-22 Years Old

**Average Daily Attendance:** 15

## PREVALENT ATTENDANCE

**Age Range:** 11-17 Years Old (Middle School-Early High School)

**Ethnical Composition:** Foreigners (Mainly Egyptians), With Difficulties In Speaking Italian

**Gender:** Male>Female

**Religion:** Islam



Nearly all of the kids own smartphones, and direct communication with them primarily takes place through the WhatsApp group.



“ We don't actually feel the ethnical separation, it is more a statistical fact; they are all kids after all, they behave in the same way. ”

“ We would like to improve the cultural integration and create miscellany, avoiding the ghetto effect. ”




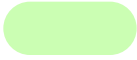


# Activities

The center prefers activities that promote both integration and relationship building while requiring minimal supervision, due to the limited resources. Some activities are planned in collaboration with the Tarabella center.

from the CAG document:

GIORNO	ORA	ATTIVITÀ
LUNEDÌ	14.30 - 16.00	spazio compiti
LUNEDÌ	16.00 - 17.30	spazio aperto/lab + salaprove
MARTEDÌ	14.30 - 16.00	spazio compiti
MARTEDÌ	16.00 - 17.30	spazio aperto/lab + salaprove
MERCOLEDÌ	14.30 - 16.00	spazio compiti
MERCOLEDÌ	16.00 - 17.30	spazio aperto/lab + salaprove
GIOVEDÌ	15.30 - 17.30	LABORATORIO di ITALIANO
VENERDÌ	14.30 - 16.00	spazio compiti
VENERDÌ	16.00 - 17.30	spazio aperto/lab + lab. RAP

Monday	14:30-16:00	homework room	16:00-17:30	open space/lab + rehearsal room
Tuesday	14:30-16:00	homework room	16:00-17:30	open space/lab + rehearsal room
Wednesday	14:30-16:00	homework room	16:00-17:30	open space/lab + rehearsal room
Thursday	15:30-17:30	Italian lab		
Friday	14:30-16:00	homework room	16:00-17:30	open space/lab + RAP

-  First half of the afternoon dedicated to homework
-  Focus on unstructured, free activities
-  A time slot dedicated to a creative lab
-  Essential to increase the cultural integration

# Specificity: Music Lab



This is the principle: you can access the rehearsal room, but you have to **learn** how to use it **on your own**



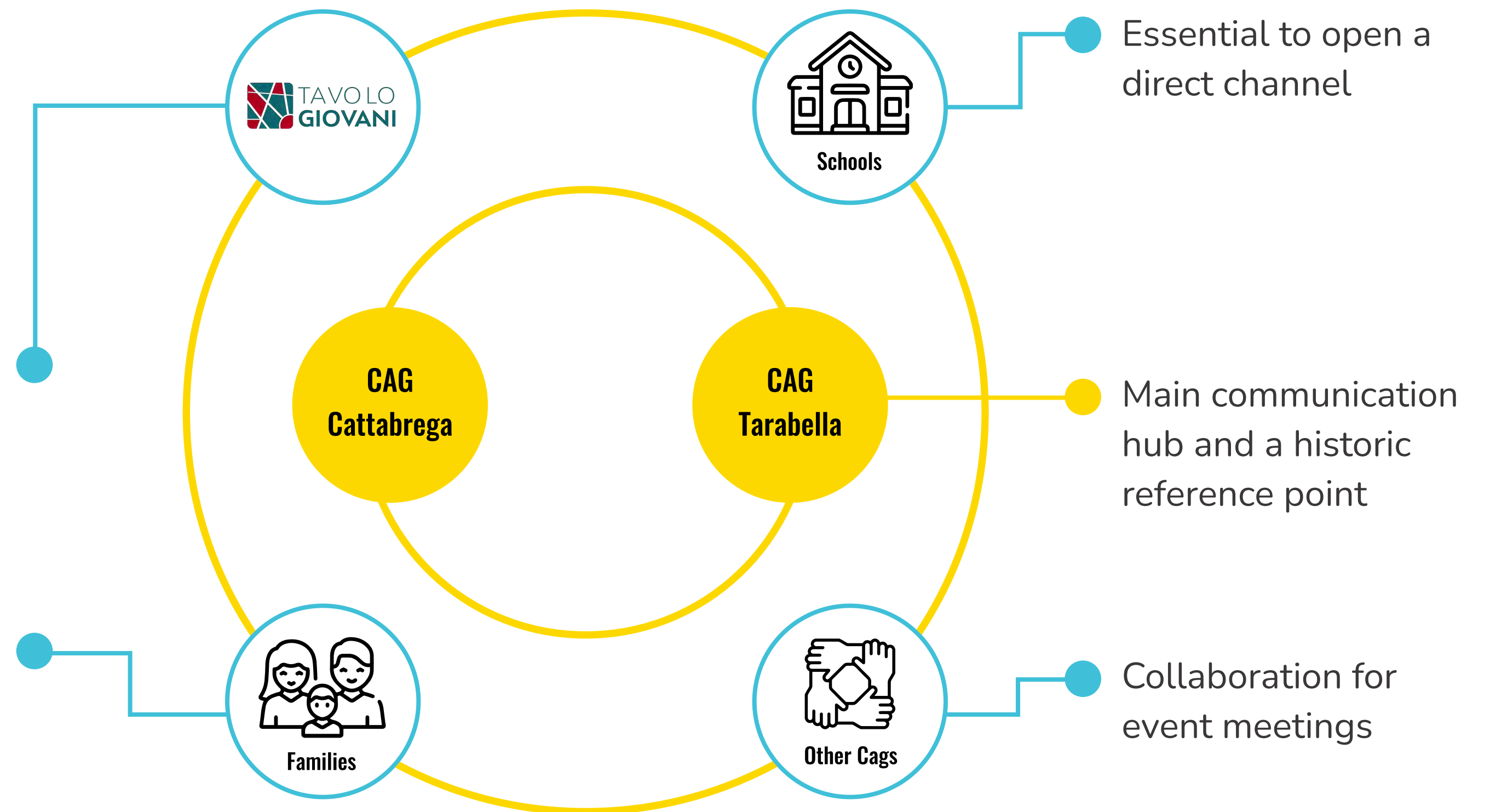
# Dialogue with external entities



“ I am convinced that if there is a big project going on, the whole network will activate ”

A networking organization that bring together third-party entities working with young people.

Only involved when necessary. The aim is to increase users' autonomy and direct involvement to ensure they feel a sense of choice in attending.

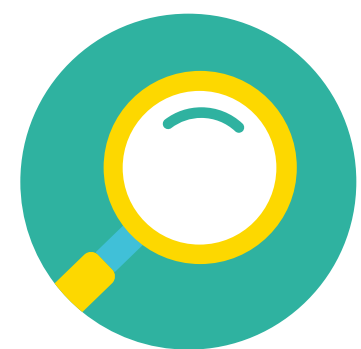


# Critical points



“ During Covid we experienced online activities... it brought us in a **super modern context**, it was amazing. ”

“ The **lack of a kind of loyalty** among all the operators is a true problem. Having a constant presence is essential for the kids here ”



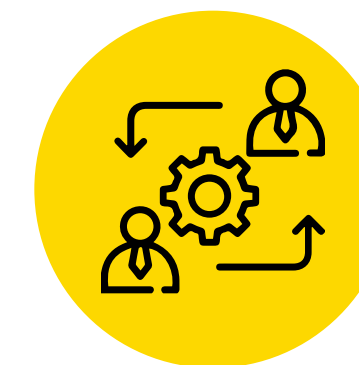
The center **lacks digital devices** such as computers and projectors due to difficulty in obtaining them from the municipality.



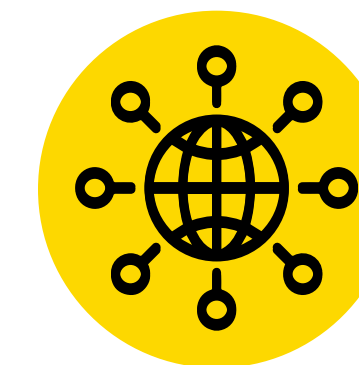
Insufficient modern digital tools



Lack of stability in staff employment



Organizational and bureaucratic complexities in managing



Improvable infrastructure, especially the internet connection

# Strengths



“ Kids know that this is a free space, they are not forced to come in, they come because they feel welcomed ”

“ This place is a sort of buffer: here you can make mistakes, talk about it, and learn. ”



Building **personal relationships** to create a shared story between users and staffs



The goal is to provide kids with a **safe space**, where they can simply hang out together



# Our CAG Is...

A **free and safe space** for young people where they can feel **welcomed** and supported, and where to create and develop **meaningful relationships**.

## A simple space to be in

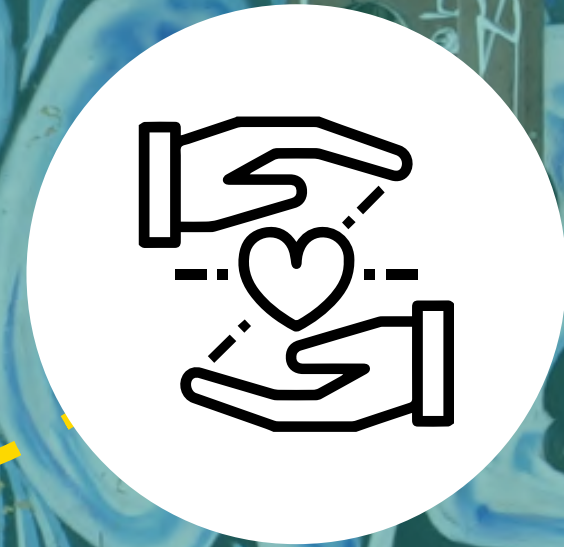
**A CLEAR DIRECTION:** focus on unstructured activities to help youngsters' growth, developing a sense of ownership, autonomy and community.



#Freedom



#Welcoming

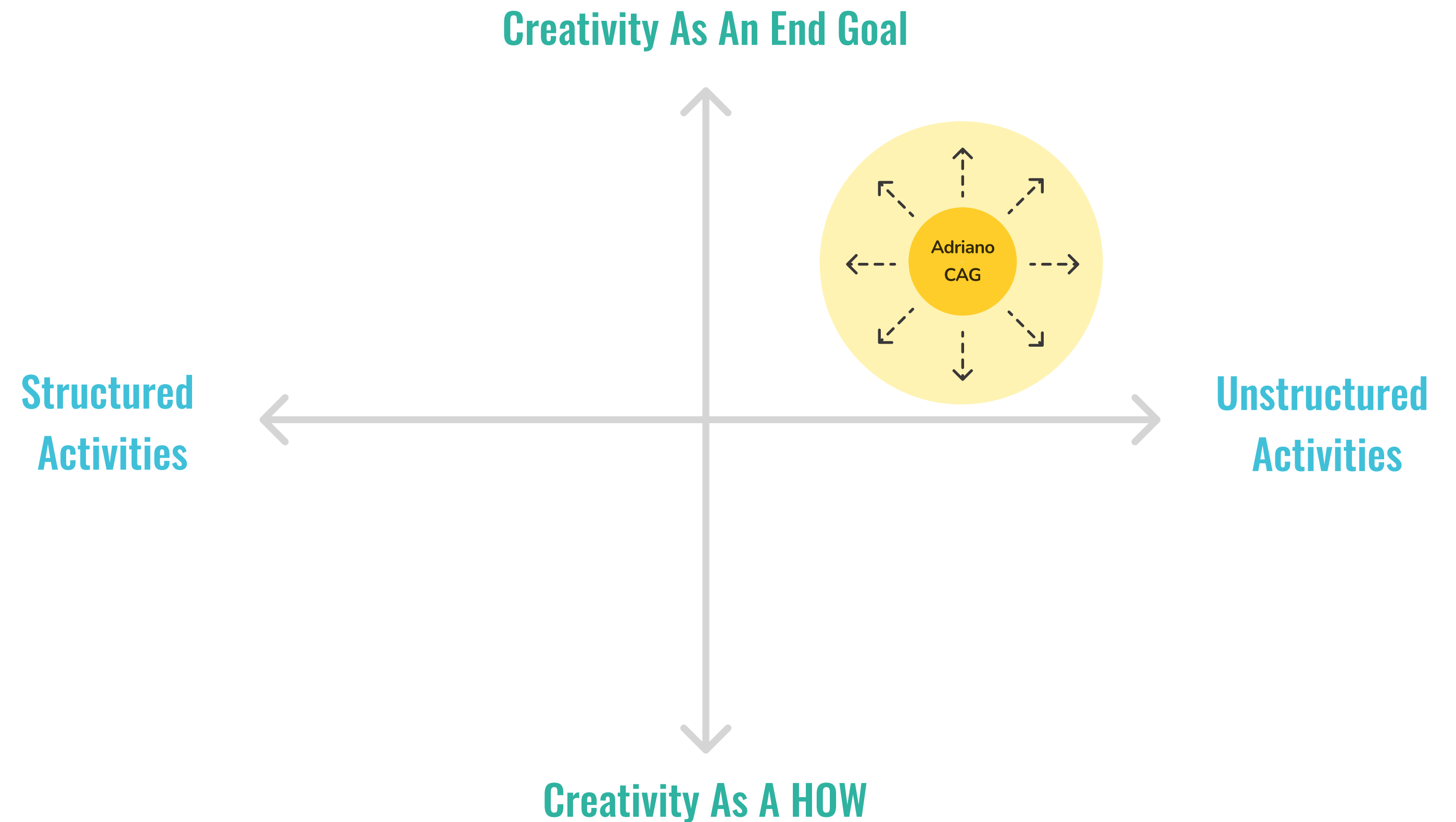


#Relationships

# The CAG Direction

We need to bear in mind that any proposed design solution **should not change the chosen focus point of the center**, but improve it.




Thus, the goal is to **enhance** the positive impact within the **neighborhood** and **expand** the action on youth's empowerment, **leveraging** on the potential of creativity, rather than changing the center's positioning.






# Insights

Based on information extracted from our case studies analysis, desk research, and field research, we have clustered the most relevant points into four macro insights:



## Methods used to extract the insights


-  Desk research
-  Field Observation
-  Interview








Multiculturalism,  
homogeneous gender  
distribution,  
young neighbourhood









Creativity as a means  
for personal growth





Social divide and lack of  
a neighborhood identity





Network of socio-  
educational entities  
and local resources



# From Insights To Opportunities



Multiculturalism,  
homogeneous gender distribution,  
young neighbourhood

- **Opportunity:** contribute to the promotion of a more inclusive environment
- **Risk to tackle:** increase the cultural and gender gap
- **Leverage:** CAG's ability to create a welcoming space

## Increase gender and cultural inclusivity

The center's audience is currently highly polarized despite the diverse demographics of the neighborhood. A more inclusive target group could foster cultural and gender exchange throughout the community.



# From Insights To Opportunities



Creativity as a means  
for personal growth

- **Opportunity:** empower youth using creativity as a means
- **Risk to tackle:** not giving youth a healthy outlet
- **Leverage:** CAG's current facilities (music lab)

## Favour creative expression

Our case studies demonstrate the positive impact of fueling creativity, particularly through music as a means of expression. The center has existing resources that can be pushed in this direction.



# From Insights To Opportunities



Social separation and lack of a neighbourhood identity

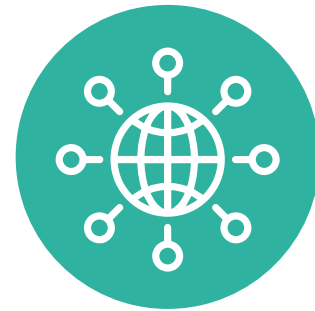
- **Opportunity:** make the CAG a central point for community building
- **Risk to tackle:** increase the social divide and lack of community identity
- **Leverage:** CAG's role in education and growth, Adriano ecosystem

## Encourage integration with the neighbourhood

The center could act as a social glue, an entity that binds the neighborhood together.



# From Insights To Opportunities



Network of socio-educational entities and local resources

- **Opportunity:** expand the range of possibilities
- **Risk to tackle:** let the limited resources available constraint youth's growth
- **Leverage:** network of entities and resources

## Activate the ecosystem

Multiple local and international entities are present around the CAG (e.g. Park). Establishing a direct relationship with them and leveraging those resources would broaden the set of opportunities available to the center.



# From Insights To Opportunities



Increase gender and cultural inclusivity



Favor creative expressions



Encourage integration with the neighborhood



Activate the ecosystem

# THANK YOU!

## Phase 1: Research



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<https://zdravodaste.org/>

<http://www.mikk.si/>



# CITY NEXT GENERATION

## Annex



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# A YOUTH CENTER

A Youth Center Is An **Intermediate Space Between School, Home And The Street** Further Defined As A Center For **Socio-Educational Animation**. It Places A Strong Focus On **Inclusion, Solidarity, Active Citizenship And Networking With Local Entities**. Generally Funded Through Government Grants Or Ranges Of Philanthropic Donations, These Centers Offer Free, Safe, Supervised And Informal Gathering Environment For Young People (**11-Mid Twenties**) Regardless Of Their Gender, Social Group, Sexual Orientation Or Cultural Background. Its **Main Objective** Is To Foster Young People's Growth Through The Development Of Their Physical, Emotional, Social And Cognitive Skills. Youth Centers Will Therefore Offer A Combination Of Structured And Unstructured Activities, While Fostering Relationships Between Peers And Adults In A Multicultural Environments.

# PAVILION eV

**Where:** Cologne (Kalk&Merheim area), Germany

**Target:** young people between 10 and 18 years old

**Providers:** Public municipality, founded in 2000

**Funding:** Stadt Köln (city of Cologne) & donations & sponsors

**Workers:** employees + external guests expert in their field (art, music...)

**Activities:**

–Workshops (movement, application, hip hop, fitness, table football, music)

–Among other things: fitness combat training, music recording, instrumental music, application aids, changing sports offers, work projects and projects in culture and media education.

**Innovation:** A need that is always relevant is to **establish equality and reduce disadvantages**. That's why the Pavilion eV does **gender-specific work for girls and boys**. When working with young people, the philosophy of the Pavillon eV always aims to support young people in their individual and social development, to avoid disadvantages and to create positive living conditions.

The **employees are regularly out and about in the streets of the districts and turn to the young people who move in the open space**. Young people are often found here who can no longer be reached by the employees in other ways. By visiting the employees at informal meeting places, social work takes place in the living and social space of the young people. Mobile youth work also takes place in public spaces. Especially in busy places (playgrounds, parks, etc.), the employees can meet many children and young people. Places are enlivened with rental offers and young people are encouraged to actively spend their free time.

# RAKVERE NOORTEKSKUS

**Where:** Rakvere, Estonia

**Target:** Young People Between 10 And 26 Years Old

**Providers:** Public Municipality, Founded In 2000

**Foundings:** Municipality Of Rakvere

**Workers:** Members Of The Association + External Guests Expert In Their Field (Usually Art Or Technology)

**Activities:**

- Cooperation With Other Institutions And Organizations; Every Young Person Has The Opportunity To Participate, To Change, To Develop.
- Professionalism : We Develop Ourselves And We Can Bring It To Young People, Involving Professionals In Our Field.
- Entrepreneurship.

**Innovation:** Developing young people's digital competences, internal youth work, youth policies and assisting the youth council. This center also offers continuous cooperation with external institutions. They promote the organization of youth events at all levels.

# ZDRAVO DA STE

**Where:** Banja Luka, Bosnia and Herzegovina

**Target:** 10 to 35 years old, all gender.

**Kind of Organization:** NGO, association

**Foundings:** International agency and municipality.

**Mission:** We are a group of professionals, volunteers and dedicated individuals who help people in need and those in need of development support. We support the right to development of children, youth and adults through group and development activities that we implement on the territory of our country. We believe that by supporting group, we will help the development of individuals and contribute to community improve.

**Activities:** quality leisure time, volunteer programme, youth mobility programme and life skills strengthening programme.

**Innovation:** The center offers a range of programs aimed at youth development, including quality leisure time, a volunteer program, youth mobility program, and life skills strengthening program. This diversity of programs allows for a more comprehensive approach to youth development. Emphasis on group activities, the center's mission statement indicates that they believe in supporting group activities to help the development of individuals and contribute to community improvement. This approach can help foster a sense of community and belonging among youth, which can lead to increased social capital and resilience.

# MIKK MURSKA SOBOTA

**Where:** Sobota, Slovenia

**Target:** 10 to 29 years old, all gender.

**Kind of Organization:** Public, municipality.

**Foundings:** Main source of funding is the City municipality of Murska Sobota. Activities of the youth centre are also cofunded by the Office of the Republic of Slovenia for Youth under the Ministry of Education, Science and Sport. MIKK`s music programme is funded by the Ministry of culture.

**Mission:** The mission of our youth centre is to offer equal opportunity to young people in the local community and region in the fields of nonformal education, access to culture, youth policy and entertainment.

**Activities:** Activities in our youth centre range from lectures, debates, round tables on interesting and current topics, live concerts of alternative music, gaming nights which include video games and board games, music workshops (you can learn how to play the drums, guitar or sing), art exhibitions in our small gallery, workshops for developing employment skills in the fields of audio engineering, film, photography, use of graphic design software (Adobe InDesign, Photoshop, Illustrator) and video design and editing software (Adobe Premier, Adobe AfterEffects) or just sitting down and relaxing while drinking coffee in the lovely park.

**Innovation:** Emphasis on technology skills related to the employment skills. The center offers workshops in various software programs related to audio engineering, film, photography, graphic design, and video editing. These skills are highly sought after in today's digital economy, and by offering training in these areas, the center is helping young people develop skills that can enhance their employability.

# TZU CHI HUMANSTIC YOUTH CENTRE

**Where:** 30A Yishun Central 1, **Singapore** 768796

**Target:** everyone who is by definition called youth

**Providers:** Bhumi Lifestyle(a boutique lifestyle Pilates studio), Circular Asia(a socialenterprise with sustainability and humanitarianfocuses), Jing Si Books and Café, Real Food, The Fitness Protocol

**Foundings:** Tzu Chi Singapore(a buddhist NGO with Special Consultative Status with UN ECOSOC)

## **Activities:**

**-Arts & Culture**

**-Eco-Awareness:** Zero•Market: a sustainable lifestyle market, where there will be fresh produce and sustainable goods available  
Enjoying fashion sustainably: Closing the circular loop: Two local sustainable fashion initiatives come together to hold a fashion swap for pre-loved items as a way to reduce wastage.

**-Youth Wellness:** Free Counselling Services

**-Volunteerism**

**-Young Parenting**

**Innovation:** It pays great attention to enterprises related to social entities (especially profitable companies visible in life), promotes enterprises that contribute to sustainable lifestyles and actively guides young people to participate in related activities to cultivate awareness of social responsibility.

## B-SIDE

**Where:** Rome, Municipality VII

**Target:** Young people between 11 and 21 years

**Providers:** Association Diversamente, founded in 2005

**Foundings:** Municipality of Rome

**Workers:** Members of the association + external guests expert in their field (usually art or technology)

**Activities:**

- Creative ateliers: artistic, creative and musical experiences
- Digital tools: paths of experience and digital learning
- Sports and socialization activities
- Territorial education
- Cultural and study support activities

**Innovation:** besides the traditional support activities, the center is focused on helping young people to explore their **creative expression** and the dialogue with **technological tools**. The exploration of cultural activities of the territory takes a huge importance.

## SPAZIO GIOVANI C.U.R.E.

**Where:** Florence, Municipality 2

**Target:** young people between 11 and 21 years

**Providers:** Association Girasole cooperating with the cultural association Kaleido

**Founding:** Municipality of Florence and consorzio Co&So

**Workers:** members of the association + external guests expert in their field (usually art)

**Activities:**

- music lab - there is also a recording studio
- theatre lab
- dance lab
- english course

**Innovation:** focus on music identity, dialogue with the external society that usually goes to the green area (especially with elderly people), located in a green area.



# ASSOCIAZIONE CULTURALE STRAUSS

**Where:** Via Della Vittoria, 8 - Mussomeli, **Sicily, Italy**

**Target:** 12-30 years old

**Providers:** the association finances the youth centre with its own resources. It does not rely on local, regional or national funding.

**Foundings:** ARCI (Associazione Ricreativa Culturale Italiana)

**Activities:**

**Information centre,** Strauss runs InfoYOUTH desk, Europe desk that includes the Eurodesk Local Agency, Crea-Impresa desk. The desks provide young people with information, support and tools they need for orientation in the fields of **study, work, training and leisure**. Users can use the counter for free consultation of **job offers, masters, internships, training courses, competitions and guidance on business creation**. Language conversation clubs. Care of the environment: **Local activities of cleaning, care and beautification of a public green space**.

The organization is committed to promoting **recycling workshops**, gardening and flower arrangement contests, graffiti workshops, awareness raising activities and promotion of “days for the environment” that can somehow help to safeguard and develop the public green of the small Sicilian town.

**Art and cooking classes, activities and workshops; Journalistic, digital and social media labs and workshops.**

Organisation of events, conferences and exhibitions on different topics, as **culture, cinema, music, books, antimafia**.

Erasmus+ Key Action 1 projects (**Youth Exchanges, Youth Initiatives, Training Courses, Seminars, Mobility of Youth Workers, Study Visits**); European Solidarity Corps and Volunteering Activities.

**Innovation:** Very effective adaptation to local conditions. It is located in a small village in Sicily, this village is economically and socially underdevelopment but it has potential for history, culture and traditions, so the youth center provides a lot of information and opportunities about work and international exchange, dedicated to Sicily More possibilities for teenagers.

# ARIA SPAZI REALI

**Where:** Torino (center)

**Target:** not specified (young people in general)

**Providers:** Torino municipality with A LOT of partners (check the website)

**Who/what:** Here you can find a team of young operators with different professionalisms and experiences who share the idea of a space for boys and girls, designed with the boys and girls themselves, in which to find welcome, meeting, listening, shared search for answers to small and great difficulties but also environmental animation, sports, multimedia laboratories, dialogue and discussion on topics such as affection, relationships, food, friendships, health, study, free time, work and, little by little, all topics you want to explore!

**Why interesting:** The huge activities program, the presence of a psychological desk. There is a program for helping you to to choose work/school or find a place to live indipendently

# STREET 14

**Where:** Roma (CAG XIV MONTE MARIO)

**Target:** 12 to 17 years old

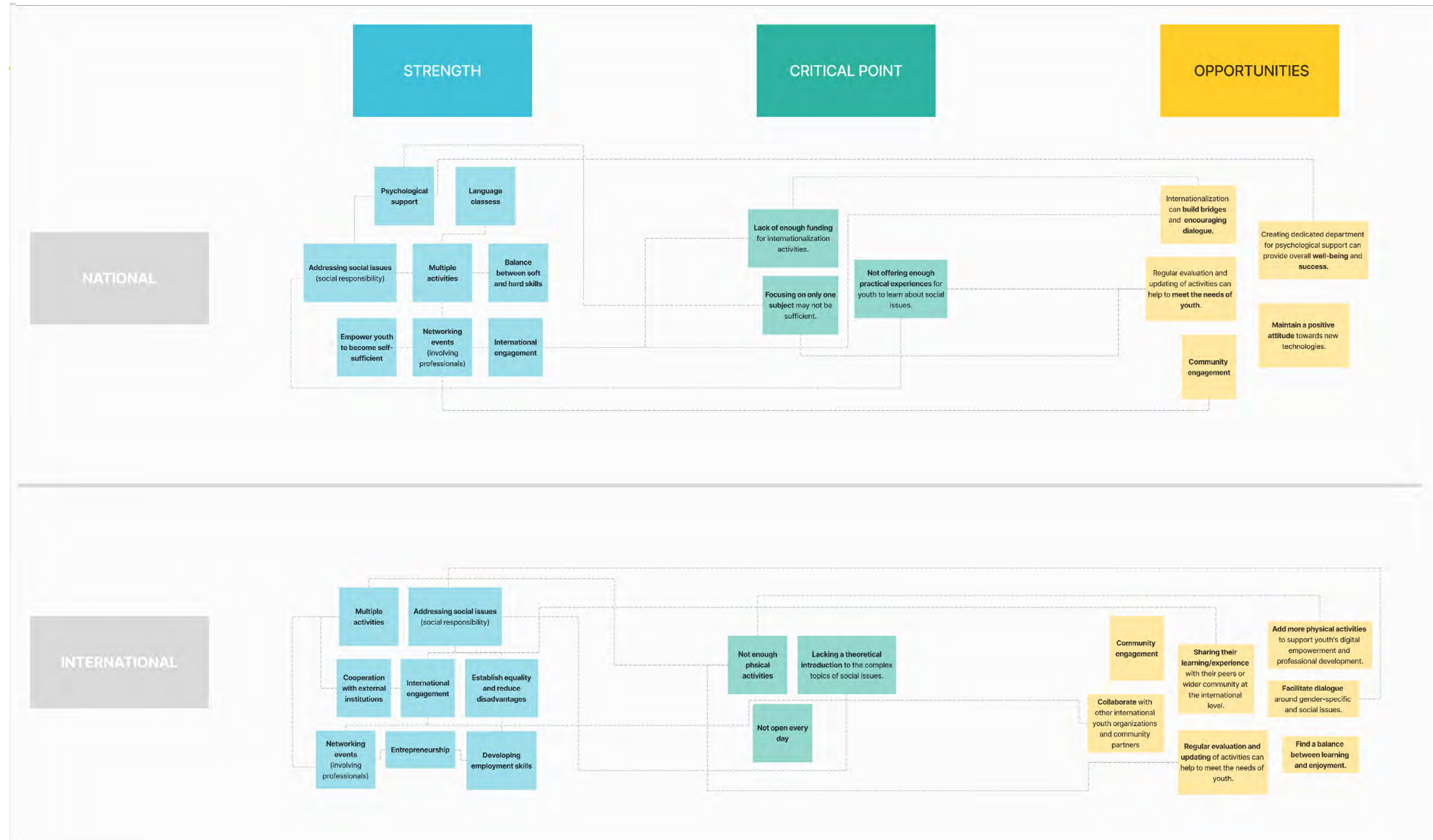
**Providers:** Implementing bodies are the Don Calabria Institute and the Cultural Association Psychoanalysis Against – Sandro Gindro Theater Company.

**Workers:** 1 coordinatrice del servizio, educatrice professionale, counsellor, mediatrice familiare, 1 educatore professionale, psicologo, 2 psicologhe, psicoterapeute, 1 mediatrice culturale, 4 tecnici di laboratorio, 1 supervisore psicologo, psicoterapeuta, 1 Operatore Amministrativo.

**Activities:** see the article

**Why interesting:** open also on saturday, combine external activities (nature/sports) and labs using technologies and devices (3d printing fro example)

# ANALYSIS MAP



# INTERVIEW QUESTIONS TO OPERATORS

## CAG Information (Most Important Questions)

1. (Past) When was the CAG open? Could you give a brief history of the place?
2. (Present) What is the main focus or main objective of this CAG for now?
3. (Present) What is the offer of the CAG: what are the activities/ services?
4. (Present) What are -in their opinion- strengths and weaknesses of the CAG?
5. Why is important the CAG in this community? how does the neighborhood change and how was the impact since the CAG arrived?
6. (Present) How is the CAG financed? What kind of economic resources do you have?
7. (Past) What was the impact of the pandemic on the center? this kind of reality has a really physic approach and activity. what about digitalization?
8. (Future) What are future initiatives you would like to implement/ organize? What do you think are positive aspects in the center to leverage and aspire for?

## CAG Operators

1. Who works in the center? Who provides the activities?
2. For operators: ask something about their contract (eg all volunteers or payed) aspect & level of instruction they're required to have?
3. What is your typical day in the CAG?

## CAG Stakeholders

1. Are there external people working with the CAG? (artists, sport people, schools, other institutions...companies). What is the relationship with them?
2. How do you reach people actually involved in the center (specify that we are referring not to the users, but to the providers/partners ecc)
3. What is the relationship of the CAG with the rest of the area (neighborhood)?
4. What is the area they consider as their neighborhood, what are the boundaries? (Trying to circumscribe it)

# INTERVIEW QUESTIONS TO OPERATORS

## CAG Users & Families

1. Who is the main target? -e.g. demographics (age/gender/nationality etc.), socio-economic characteristics of the users? Has the target changed during the years?
2. How do you get in contact with the target? How do you attract them? (Do you have some brochure, leaflets or communication material to give us?) How do you get the center known by the citizens?
3. What is the relationship between the CAG and the families of the users? Are they involved? if yes how do you involve them?
4. Is it common that a user decide to attend the center regularly/ what is the schedules for visiting? what do you think are the main motivations? (Same question for yes and no)
5. What are the most common needs/challenges faced by young people? How is the center tackling them?
6. Is there any specific behavioral pattern that you see is emerging among users in the center?

## CAG Activities

1. What is the offer of the CAG: what are the activities/services?
2. Which activities are preferred from users (divided per age target)?
3. What kind of tools equipment, resources do you use for activities? who provide them?

# GUIDELINES FOR FIELD OBSERVATION

## 01. GUIDELINES FOR NEIGHBOURHOOD OBSERVATION

1. What is the “composition” of the people we see around the neighborhood? (age, gender, ethnicity)
2. Which are the gathering places around the area?
3. Are there any specific spaces in the neighborhood for young people?
4. What are young people doing in the neighborhood?
5. Are there any other facilities in the area? (e.g. sport facilities, oratorio, schools)
6. What are the conditions of the public spaces?
7. What is the neighborhood vocation? (living, working, consuming)
8. How is the accessibility of the area? (e.g public transportation, free car zones...)
9. How is the perception of the level of safety?
10. What is the relationship with the local police?

## 02. GUIDELINES FOR CAG BUILDING OBSERVATION:

Accessibility, location, building type (e.g., former school, gym, apartment), organization of space (e.g., rooms and layout), and infrastructural conditions (e.g., whether it has been renovated or remains in a "old" state) should all be taken into account when evaluating the condition of the building and its infrastructure at the CAG. The presence of people in the building, as well as their activities and functions, should be noted.

1. Location observations, including safety, accessibility, and nearby amenities.
2. Assessment of facilities surrounding the neighborhood, such as parks, sports centers, cultural sites, museums, and schools.
3. Initial observations of the interior of the CAG, including indications of building functions, space conditions, and other relevant factors.
4. Comparison of initial observations with information provided by others.
5. Evaluation of whether the neighborhood is well-equipped to meet the needs of young people and identification of any missing amenities or resources.
6. Analysis of the internal spaces of the CAG, including materials used and any boards or displays present.

# INTERVIEW QUESTIONS FOR USERS (+18 years)

1. How Often Do You Come Here?
2. How Did You Know About The CAG? Where Did You Find It? Since When?
3. What Motivated You To Come To CAG?
4. What Kind Of Activities Do You Like To Do During Your Free Time?
5. Do You Think You Can Find Those Activities In CAG?
6. What Kind Of Activities Do You Prefer At CAG?
7. Would You Recommend To Some Friend To Come To CAG?
8. Which Is The Best Of Being Part Of This Community?
9. Which Is The Things You Don't Like Of Being Part Of This Community?
10. Do You Think Is Something To Improve? Why?
11. Do You Have Any Pictures Taken There In The Center That You Particularly Like, That Is Representative? When Did You Take It? Why Is It So Important?

# TRANSCRIPT

**WHERE:** CAG Cattabrega

**WHEN:** Thursday, 4/20/2023

**WHAT/WHO:** Interview With Center Manager (Fabio & Carla).

**WHY:** Find Out More About The Center, Introduction.

## 1. When Was The CAG Opened? (Can You Provide Any Information On Its History?)

CAGs were established in the mid-1990s, and there were many of them. This particular center was opened in 1999 as a youth center that served as a hub for all CAGs in the area. At the time, there were 28 CAGs managed by the Milan municipality. However, today, only 4-5 CAGs remain under the municipality's management, while the rest have been outsourced to the third sector. Currently, the CAG under discussion is co-managed by City Hall 2 of the City of Milan and Le Macchine Celibi, a cooperative from Bologna. There are five individuals working at both centers, including two municipal employees and three cooperative employees, as well as several rotating technicians who help with workshops. In a few moments, you will meet Nadine, one of the Italian teachers who leads the lab portion of the center. On Fridays, they conduct RAP, and we use a technician based on the area's technical needs. The need for lab X, Y, Z varies depending on the expressed needs of the community.



# TRANSCRIPT

## 2. Speaking Of Operators, Are They Volunteers Or Do You Have Some Kind Of Contract?

We are 5 people working on both centers (this one and Tarabella's), we are 2 municipal employees and 3 cooperative employees. Every 2 years the municipality of Milan makes a call for tenders in which all third sector cooperatives can participate to run activities, basically to send people to work here. So, this is the main core, after that there are 3 technicians who are employees or collaborators of Macchine Celibi, and it happens that there are guys who come to do Civil Service. For example, in May there is a girl who has to come, it can be an opportunity for them to break the ice in the working world. Regarding the volunteer issue, we tend not to have volunteers, however, we often collaborate with high schools to have the kids do internships, it becomes a kind of volunteer work. Probably some of them will continue to come to do not really pure volunteering because volunteering follows strict regulations, however, they will come to help out. One more thing about the staffing, we are supported by supervision, there is a competent figure who is following us, a psychologist from an association that we meet once a month.

He helps us a little bit to take stock of various disorders or particular cases (critical situations, or something that has an important junction that for a team maybe is not so immediate to grasp and manage). Supervision is a practice that should be taken for granted that it exists, although in reality it often does not. We have used it several times, there were some training hours in the call for applications, and we asked that they could be used to be able to have supervision. It is something that is necessary for work with an educational purpose, normally it provides for there to be accompaniment, supervisory support.

# TRANSCRIPT

## 3. What Are The Activities You Do Here?

We have a time grid that helps us. Monday through Friday from 2:30 to 5:30 pm, we split the time. From 2:30 p.m. to 4 p.m., we always do homework because we've found over the years that it's something that everyone needs, from the kids to the schools moving on to the families. The second part is modular. It goes from open space, which means being here playing soccer, listening to music, looking at the book - you can do whatever you want - walking, talking outside the window, or chatting. Then, there are the workshops. On some days, for example, on Wednesdays, instead of doing the open space, we hold the workshop I told you about. Or over there in Tarabella, the Department of Agriculture asked us to do a workshop on plants, how it intercepts the water sign and watercolor, it becomes a workshop moment. It's a very re-modulable part. The only thing that cannot be remodeled is the Italian lab, which is done here on Thursdays and there (Tarabella) on Mondays, and here is the direct workshop and the rehearsal room. The rehearsal room, once you're enrolled, you get put in a WhatsApp group and you can book like you book in the rehearsal room, and then you can come.

Fridays are really a technical workshop, so they do rap lessons, while the rehearsal room is open the other days by reservation and is self-managed. The principle that moves us is this: you who make the music can access the rehearsal room, you have to learn how to do it. The time frame it takes is about 10 years. I (team) tend to be there up to a certain point, once the band or group moves, it is left more to itself. [Leave brochure with activity schedule] You will see that the activities change very little because the educational model is just that.

# TRANSCRIPT

## 4. "What Is The Main Goal Of This CAG?"

This is something that is not easy to answer offhand, so we also asked ourselves the other day during the supervision meeting. Perhaps the fact that this place is called a community center already has meaning, in the sense that it is not necessarily a place where you come to learn or do something, but rather a place to be. After that, it is clear that you also learn and do things, so let's say that's the starting point. Another key aspect is that the people who work here are actors, and so they have a role in being here that is educational. It's not just for fun, but it's also for relationship-building. This place, from this point of view, is a bit complex. In the Aggregation Center, there is already part of the answer, but behind that term, there are many things going on. I was thinking about this earlier, when I mentioned billboards and situations where we had to close. This place is a buffer, a gateway place. When you're 11 years old, maybe you don't really know how to be in a public place, and that's where our first safeguard comes in: the timetable. If you arrive an hour earlier, you won't find anyone, and if you arrive an hour later, you won't find anyone either.

These are small transversal skills that help in some way. For example, if you leave the rehearsal room at 5:40 p.m., you pay for an hour. It's true that the term aggregation explains a lot, but within that word, many things unfold, and that's told to you by the relationships that you establish. It's up to you.

# TRANSCRIPT

## 5. In The Current Situation, Are There Weaknesses That Are Not Working Here And What Is Working?

You can look at it on several levels. The weaknesses that I see in places like this are the lack of modernity. To give you an example: if I have to do a multimedia activity and I need a pad to write on or even just watch a movie on a screen, I have to set up a video projector, see if everything works, etc. It's not necessarily going to work out, meaning maybe I can even make it work, but time passes. We spent the COVID years doing online stuff and we made up games, but we made up games like Taboo, stuff like that... We would set up cards... and it was really cool stuff from my point of view - although the handicap of not seeing each other - but it was beautiful because it catapulted us into super modernity. The last time we did it here, the activity was going on and I was still there with the cables. In Europe in 2023, in Milan, I can't even imagine it. Then again, I think I'm in the suburbs, so it's fine... Here, it hasn't been that long since the Internet came, the connection, it's not a weakness, it's a flaw. I could also tell you about the complexity of the bureaucracy, the lack of stability, that is, the fact that my colleague and I have fixed 36 hours/week, but other figures rotate because the cooperative loses the contract.

However, not having loyalty is a big problem. It is one thing to have people who are fixed there all the time, it is another thing to have people who are at the mercy of events. I have experienced this; I was a contractor for the City of Milan for a number of years. The moment I was able to quit my job and dedicate myself to one thing, my quality of work and life changed, as well as the kind of energy I can put into what I do. Speaking of strengths, continuity works, the being there, the fact that you create history. Everything that happens, good and bad, becomes a layer that makes up the story, even the unpleasant stuff -- in this period of history especially. Tying in with the users, the first approach is reception, which works. This is an extracurricular place, one may or may not come, especially in this time slot. The moment a young person comes, something magical happens, and I probably don't think about how to welcome them (there is no protocol), but probably if young people come back, there is a reason.

# TRANSCRIPT

## 6. How Are Young People Attracted? How Do You Also Make Yourselves Known At The Community Level?

Young people are mostly attracted through word of mouth, particularly in Tarabella which is the most historical core of the area. In the first decade, our community center was a bit atypical in that we only did homework, but we later started to standardize our offerings. When I was hired for retention, we began to follow in the wake of both CAGs, but the historical core in Tarabella is still where word of mouth starts. Referral schools and teachers are also important sources of attraction through collaboration. For example, when a retiring teacher we had been in contact with remembers us and refers us to their school. Recently, they have opened a middle school on Perasso Street, which is creating a new channel of attraction. We also make ourselves known at the community level through the Youth Table, which is a structure that brings together all the associations and bodies that deal with kids. It is run by Municipio 2, and all third sector entities that want to participate for any reason can do so once a month. We work with them to organize a variety of events, from small parties to big events. Additionally, the Youth Table is an important resource for understanding the movements of kids, particularly in relation to emergencies and robberies outside of community spaces.

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# TRANSCRIPT

## 7. Speaking Of Target Audience, Do You Have Any Prevalence Of Young People Coming Here?

They can come here from 11 to 21 years old, most are between 11 and 17. Mainly middle and early high school years, then tend to for various reasons one disappears. E.g., space homework mostly middle school in % bigger, also because of our skills to be able to follow them (e.g., if I have to do Pythagorean theorem is one thing, if I have to do sine and cosine is different..). Superiors we try a little bit more to make them go then on their own. It's really an aid it's not an after-school, also because we are not teachers of any subject, it's a bit of an excuse to do a minimum of relationship, it's clear that then if there is a need the next day's homework we do it. 99% are of foreign origin, there is some sporadic Italian, but many were not born here, they have difficulty speaking Italian, some arrive after a week they moved in. Now the prevalence is Egyptian by origin. It would be nice to be able to devote some time to see if there can be possibilities to create miscellany, avoiding the ghetto effect. Italian classes are 2 times a week (Monday Tarabella, today here).

## 8. Collaborators And External Entities, Do You Have Relationships With Other Entities?

First of all, there is the Youth Table at the institutional level. Regarding funding, it is a critical issue due to the lack of resources. Last year, I traveled around Europe to see other centers and can tell you that this facility is typically meant for serving one center, while for us, it covers two centers. In the face of this critical issue, there is a cultural association called Sono (or Sound) Musica, who are based here on Trasimeno Street. They won a significant grant to do after-school programs that are helping us out. It is a way to create a ripple effect in the community, and such collaborations are highly beneficial because volunteers and workers care more.

# TRANSCRIPT

## 9. Future Wishes: Do You Have Any Future Wishes, Initiatives For This Reality, Vision For This Place?

I envision it as it is, with the resolution of the things I mentioned. Right now we are doing our work, things have happened that are part of the life of a living place (mistake, mistake...) and we manage to keep up with them. I envision something more in a general organizational sense, more than in reference to our team, more organicity between sectors, between actors, etc. because otherwise there are too many contingencies.

## 10. Do You Have Contact With The Families Of The Users?

Here you enter with selection: there is nothing to pay, there is no obligation to attend, however, being minors we give a sign-up sheet (if there is the minor to the minor and then he/she gives it back to us), but we prefer to talk to a parent. This is the engagement, however there are exceptions.

There were some thefts in here, we contacted all the parents, we were able to have a meeting with everyone who was there. The contact with parents is there if it is necessary (e.g., if the parent asks if the child smokes or is coming to do homework...), if we have to create a whatsapp group for blunt communications however we create it with the kids, but the phone number of the parents we have all of them, even for complaints, questions, etc. Nothing is left to chance, we do everything knowledgeably.

# TRANSCRIPT

## 11. Have You Seen Any Changes Emerging At The User Level (E.G., Trends, Behavioral)?

Yes, we have seen some changes in user behavior, but they are all within the norm. When I was 22 years old and attending the Tarabella center, the user base was predominantly Italian, but kids will be kids, so the basic behaviors remain the same. We don't feel the separation so much at the ethnic level, except at the statistical level. Having a predominantly Muslim clientele, we do feel the period of Ramadan.

## 12. At The Neighborhood Level, Can The Area Be Limited?

It really depends on the activity. For homework space and Italian lab, for numerical reasons we decide where to organize them, even if the team is the same. From an educational point of view, there is also a problem related to mobility because an 11-year-old boy finds it difficult to know how to move around. Having two poles, Tarabella & Cattabrega, which form an axis, is an extra possibility. We do go on outings, which typically happen in the area, but there have been years when we went to the Scala Laboratories, which I recommend. It depends on what's involved.

[Digression: Staircase Laboratories....].

So, yes, outings do happen. However, we always have to come to terms with the fact that there are only a few of us, and that there is a daily center to run, with many things to think about. It has to be coordinated and organized.



# TRANSCRIPT

## 13. At The Financial Level, What Are The Availabilities?

At the financial level, there are several sources of funding available. As I mentioned earlier with Carla (procurement), there is funding from the region, which comes every 6 years or every year, and we take care of some data, then the rest comes to the municipality. I don't remember the exact amount, but I believe it's around 30K for each center. These are the traditional sources of funding.

As a public facility, we can also apply for the Plan of Ordinary Maintenance (PMO), which takes care of things like fixing doors and repainting walls. This funding is only available for municipal facilities. There are also workshops that come in from time to time that are funded, such as the one with the agriculture department, which we don't see much of.

For example, if the municipality of Milan brings out a call for proposals, a facility in the municipality of Milan cannot participate. However, there are loopholes. We participated in a project last year, and a technician came, and we received funding to buy markers and paper. We also paid a girl to make a stop-motion video with the kids.

We benefited because the kids from the center participated. The one who takes the notice needs the structure and the people to carry out the project he wants to complete, and we have the structure and the people. The advantage of being a directly operated CAG is that it exists and lives. While other CAGs have to procure the calls to live, we don't. However, the counterpart is that we cannot benefit from the calls. If others win projects and we are well organized and can locate the right thing, good things can come out. Projects organized over a month or a month and a half work well here because it's not a school, and long-term projects don't work as well.

# TRANSCRIPT

## 14. What Would The Center Need?

Good human resources & infrastructure, connection, wifi, computers, video projector. Restyling Wednesday afternoon after homework.

## 15. What Activity Is Taking Off The Most?

Soccer, also the center is male-dominated.

## 16. Do All The Kids Have Cell Phones?

Almost all of them, even for whatsapp groups with the kids to exchange quick information. They also ask a lot for connections and chargers. Europe-wide, many centers have charging towers etc., it's a cultural thing that comes in over time maybe to go to the center to charge the phone. "

## 17. How Many Boys Attend Now?

There are around 10 to 15 boys who attend the center on a daily basis. However, with an age range of 11-21, there are about 150 enrolled per center. In front of the center, there is an oratory where the kids can do homework and other activities. Sometimes, they collaborate with the oratory for soccer camps or parties. The center is secular, while the oratory is associated with the church. They also collaborate with other oratories inside the Youth Table. The center participated in a project related to European cities, and in May they came to the center and a big party was organized at the Martesana, where everyone performed a little piece. Various people were brought in, such as singers, to make the event lively. These events show that the youth scene at the City Hall is buzzing.

# INTERIOR IMAGES OF THE CAG CATTABREGA

